



Your One Solution

Office Furniture, Outstanding Services —
Get More From Miller's



M I L L E R ' S

first, we listen...

At Your Service

Furniture may be what put Miller's on the map, but our services are what will take your business to the next level.

At Miller's, we see ourselves not as merely your dealership but a dedicated extension of your business, a trusted partner that will help keep your people productive and your investment protected.

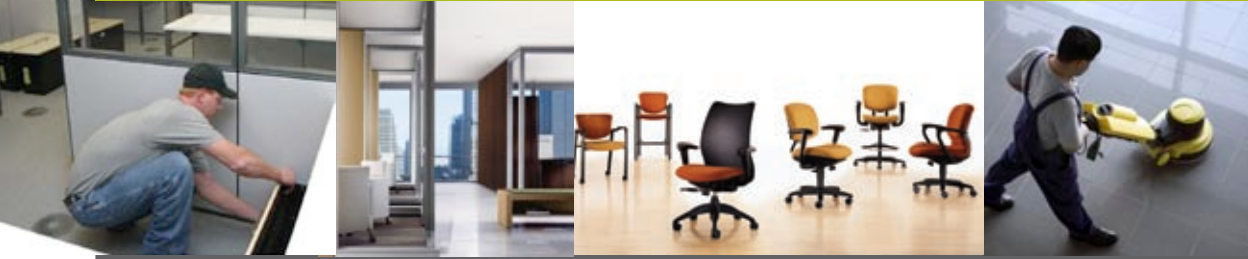
Miller's is your single source for a multitude of service solutions.

Furniture is just the beginning – and what follows is a portfolio of stellar services that redefine your expectations of successful facility management. From the distinctive Miller's Solution Development, Total Logistics Coordination, After Sales Experience and Furniture Asset Management to our Installation Quality Assurance, you can count on your Miller's team to meet your needs – no matter where your business takes you.

Make Miller's your one solution.



the Power of One Provider



Miller's Solution Development

First, we listen. Then, we deliver – again and again.

We focus not just on furniture but something more: your success. Our intuitive Miller's Solution Development optimizes your space with:

- a distinctive process of discovery, diagnosis and design of your environment
- a customized solution that makes sense for your business and inspires your people
- actual square footage data, typical scenarios, 2D and 3D renderings, and CAD drawings
- assistance with surface material selections of colors, fabrics and finishes
- online custom catalogs of your furniture standards, for future purchasing accuracy and pricing consistency
- partnerships with leading architectural and design firms

Our realistic renderings enhance the accuracy of your space review and product ordering.

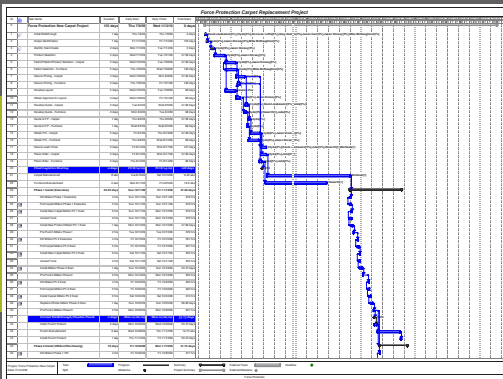


Miller's Total Logistics Coordination

Because you deserve a little TLC.

Simply put: We take good care of you. Miller's TLC delivers dedicated, detail-oriented project management:

- one point of contact – face-to-face or via our Share Point web portal
- real-time progress reports, scheduling and punch lists
- seamless collaboration with manufacturers and trade professionals
- projects in budget, on time, always focused on you



Microsoft Office Project keeps Miller's and client teams on the same page, through every project phase.

Miller's After Sales Experience

The ASE in your hand.

Installation is just the beginning. Miller's ASE keeps your furniture – and your facility – in top form with ongoing support services, including:

- asset longevity that protects and lengthens the life of your furniture
- seamless and timely onsite repairs
- integration with ARIBA Spend Management Solutions
- premier Snap Tracker™ asset management software

"We're very impressed with your team — very professional and courteous. It's nice working with a group who doesn't just do the job but also cares about the end user and the end result."

– Tonya K. Smith, SunTrust Corporate Real Estate

Miller's Furniture Asset Management

We keep your family of assets positively productive.

You've spent good money on furniture. Now it's time to protect your investment with Miller's FAM. Fueled by the industry-leading Snap Tracker software, we'll manage your assets with services like:

- barcoded inventoring of each product at the point of purchase versus when it hits the warehouse
- comprehensive service histories
- up-to-date depreciation schedules
- replacement planning based on warranty expiration
- maintaining appropriate replacement costs

Fueled by the leading Snap Tracker software, your Miller's team will manage your assets.



Miller's Installation Quality Assurance

Rest assured, we get the job done right – every time.

MILLER'S
UNIVERSITY OF SOUTH CAROLINA

QUALITY ASSURANCE FORM

Project Name: _____
Proposal #: _____

Panels

- All Splines are perfectly straight and level
- All wing panels are perfectly straight and level
- All panels are connected or sealed properly
- All threads on panels are tucked or out
- All raceways covers are aligned and properly installed
- All end of run, two way, three way covers are attached properly
- All variable height conditions have been properly installed

Electrical

- Each receptacle has been checked for power
- All receptacles are properly aligned with the raceway cover cutouts
- All base feed and top feed locations have been double checked for connection
- All ports have been tested and have been properly secured to the panels
- Any non Miller's electrical issues have been relayed to the Project Manager

Components

- All worksurfaces have straight reveals
- All worksurfaces are perfectly flush to each other in the front
- All worksurface brackets have the proper number of screws and are tight
Note: All corner worksurface back brackets have been tightened securely
- All scratches, marks, and dents have been noted on Punchlist
- All overheads have been seated properly and are set at a uniform height
- All overheads have tight screws and have safety clips properly installed
- All overheads function properly-open and close easily-doors properly aligned
- All overhead lock mechanisms function properly and do not stick

Installation is all about details. Miller's has them covered. No project is complete until our incomparable installation team delivers quality assurance on your:

- panels
- electrical
- components
- freestanding casegoods
- chairs
- site cleanliness
- key plan organization
- excess product inventory
- documented punch list

"Miller's does a great job repairing things. You instinctively know what good customer service is."

– Bill Pawley, University of South Carolina



We Treat You Like Family

Since 1967, the team at Miller's has been exceeding customer expectations with innovative furniture and service solutions. We began as Miller's Office Equipment in Charlotte and remain a family-owned business today - in fact, Miller's is one of the largest office furniture dealerships in the Southeast and the only **Haworth Preferred Dealer** in South Carolina. Our team develops and installs major projects across the globe, representing more than 400 office furniture and commercial interiors manufacturers and providing a comprehensive range of services to protect our customers' investments.





M I L L E R ' S

first, we listen...

Miller's of Columbia

2905 Two Notch Road
Columbia, SC 29204
803.254.1656

Miller's of Greenville

138 Commerce Center
Greenville, SC 29615
864.234.7353

Miller's of Charleston

2265 Clements Ferry Road
Suite 202
Charleston, SC 29492
843.849.6500

millersinc.com