

Case Study – Health Care Outfitting & Logistics



Action

PROGRAM: PROVIDE WIDE RANGE OF RECEPTION, OFFICE AND MEDICALLY RELATED FURNITURE AND OTHER SERVICES TO THIS REGIONAL, MULTIFACETED HEALTH CARE PROVIDER



For the last several years, W.M. Putnam has been the predominant provider of furniture and related services to a prominent healthcare network in 7 Illinois cities. Projects have included the furnishing of the Cancer Center, Heart Center, and several physicians offices, among others.

The program includes:

- Extensive space layouts and designs
- Selection of wide range of furniture items, including treatment and medically-related items
- Delivery and installation of all components
- Provide drawings for interior build-outs for subcontractors when requested by hospital
- Relocations of facilities to new premises
- Handling all product warranties, registration, etc.
- Providing customer follow-up, returns and replacements
- Submitting billings for all items in a single invoice



Situation



Results

- W.M. Putnam has been able to render a “low cost” solution, due to:
 - Performing services such as space planning on a “gratis” basis
 - Procurement discounts on all items (using national contracts)
 - Integration of procurement with staging, delivery & installation
 - Saving the client substantial administrative effort
- W.M. Putnam has realized better than 98% on-time performance with all furniture deliveries
- Program ensures that every office represents consistent look and projection of client’s “image” that enhances customers market position.
- W.M. Putnam provides “single source” responsibility for each office outfitting that reflects consistent standards and cost efficiencies for all installations as well as the ability to be follow through from the beginning of each project until conclusion.



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