

CASE STUDY

Trendway >

CLIENT: Hanscom Air Force Base

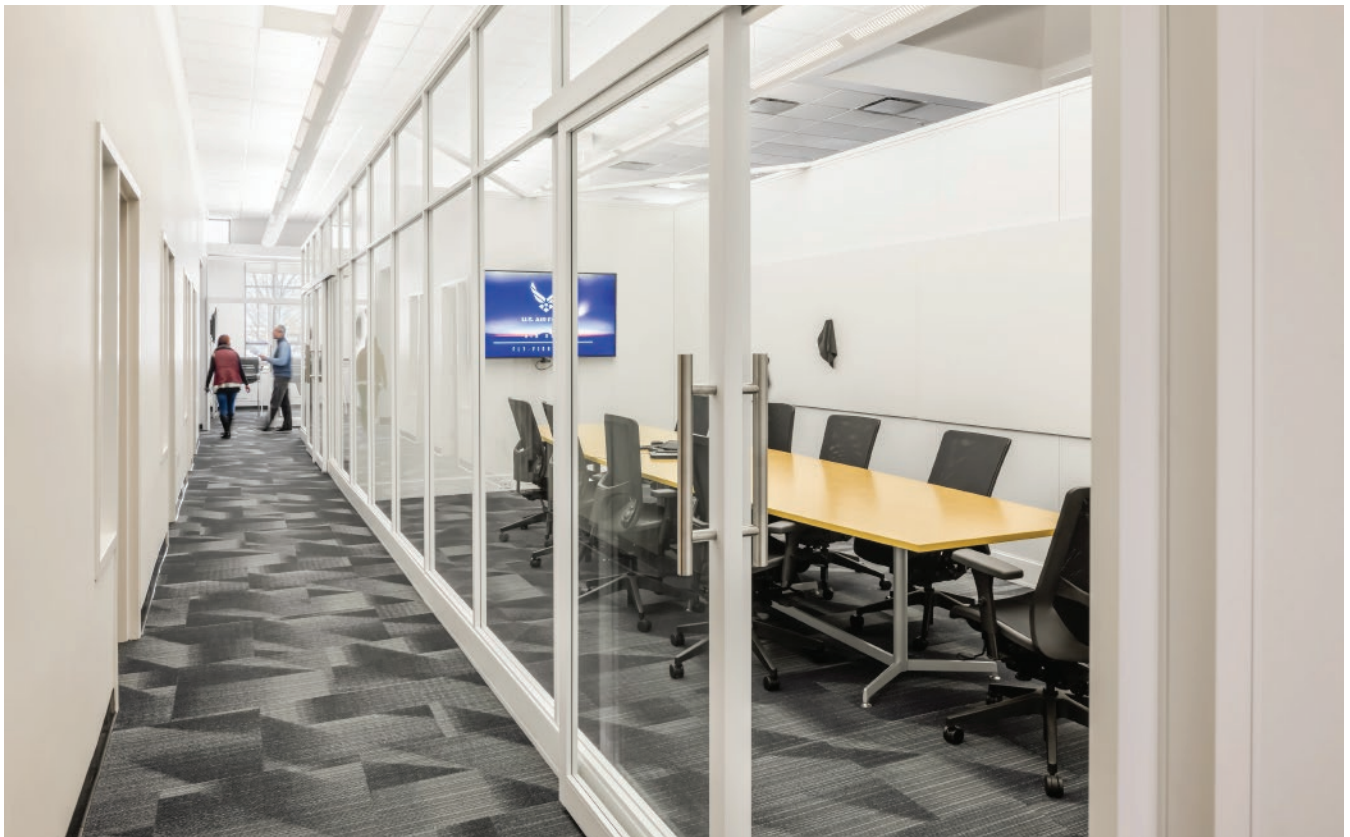
PROJECT LEAD: Lt. Col. Mathew Ross - Hanscom Facilities Manager for the project
PROJECT MANAGEMENT TEAM: Tri-Logistics, Paula King, Business Development Director;
Angela A. McCullough, President and CEO
DEALER: Dan Peabody, Director of Architectural Sales, Peabody Office



The Challenge: Save a client's military base expansion project when a movable wall line manufacturer pulled out mid-way through the planning and design phase and left the client in a critical bind.

The Solution: Trendway's Volo wall provided the fast lead-times and flexible design options to rescue the project, delivering on previously committed timelines and project requirements at the 11th hour.

The team at Tri-Logistics was thrilled when they landed the 8A certified design proposal for a major expansion with Hanscom Air Force Base in Bedford Massachusetts. This base is responsible for acquiring critical warfighting systems like radar, communications and intelligence for the Air Force. Tri-Logistics was selected to oversee and deliver on all aspects of the project, from construction through furniture installation. They initially selected a movable wall product they believed would help them succeed. However, after six months of planning and designing, they were left in a real bind when that manufacturer suddenly pulled out.



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- Paula King, Business Development Director, Tri-Logistics

Once awarded, military contracts are a serious business – Tri-Logistics was financially and legally obligated to fulfill their commitment within the timeline agreed to. Complex projects like this never go exactly as planned, but the unexpected failure of a major manufacturer could have been a catastrophe for the team.





Uncertain what to do, they looked to their dealer, Peabody for a solution. Knowing Trendway's lead-times, quality and service, Peabody felt that they could save this project by bringing in Trendway. Among other competitive options, Trendway was selected due to pricing, timing and design abilities.

Starting from scratch wasn't easy, but a full project team was quickly assembled and Trendway went to work with Tri-Logistics and Peabody to complete the project within the original time frame. The team was committed to providing the best solution possible as they weighed new ideas to save the project.

"Once we reached out to Trendway, the ball got rolling immediately", explained Paula King, Business Development Director at Tri-Logistics. "Trendway was able to jump in immediately with a strong team and within two weeks we were back on track. It was a huge relief and our client barely knew there was crisis with the project." Volo Wall by Trendway was selected to complete the project. Volo Wall provided just the right aesthetic to create offices and meeting rooms that later can be reconfigured with minimal impact to floors and ceilings.

The expectations of Hanscom were high. Working with contracting officer Lt. Col Mathew Ross, the team knew they had to follow through 100% on everything originally committed to. They had to deliver on time and within budget, and no exceptions would be made.

Hanscom was very set on decisions that were made earlier in the design phase, so this also needed to be addressed. "Working with Trendway, we were able to match the Hanscom design and aesthetic requirement. Every original finish selected was matched", said Paula. Volo allows for a fully custom design look with multiple options for panels, tiles and inserts.

Ultimately, the success of the project came down to great teamwork. Hanscom, Tri-Logistics, Peabody and Trendway all contributed to the success and a more than satisfied client. With the first three phases now complete, the team recently also won phase 4 of the project. "We are excited to continue working with Trendway as a partner that we know will deliver for us", concluded Paula.