

Case Study – Healthcare Office



Bush team adjusts quickly to furnish N.Y. Department of Health's Watertown Office

Since finalizing a contract with the New York Office of General Services in May 2019, Bush Business Furniture has been proud to fulfill the needs of agencies in its home state.

Commercial quality desks, chairs and storage aren't all Bush has to offer government organizations and private businesses. End-to-end project management that includes free space planning and professional installation at a flat rate nationwide are key elements for creating the perfect office environment with a seamless easy, fast and affordable approach.

Those services, led by Bush's expediting and installation professionals, were at the forefront of completing one of the company's largest projects for a New York State agency. The New York Department of Health placed a 90 piece order of Series C furniture and ProPanels to create individual

workstations in its Watertown District Office.

A hand-sketched floor plan created by the customer gave the Bush team little direction when it came to setting up the new office. The plan also left very tight doorways into individual workstations, and the ProPanels were ordered with freestanding foot kits that would be ill-suited for a large open area.

Although the customer didn't take advantage of Bush's free space planning, the team was still able to identify potential issues with the proposed layout. Even with a tight deadline the Bush team considered every detail for a seamless installation.

"Paul Whitcomb is the one who caught the problem with panel quantities not matching the floor plan," said Amy Hook, Bush Industries' Team Lead Project Coordinator. "We called

(Watertown's Principal Sanitarian Brandon Cooney) and he confirmed the same. We rushed an order from Erie here on Tuesday to have it in time for the install on Wednesday."

Just before making the trip from Bush's Jamestown headquarters to Watertown, the team added extra ProPanels of various sizes to make sure they'd be able to adjust the width of the doorways on site if necessary. They also brought the proper connection hardware and wall brackets to improve the panels' stability and eliminate the tripping hazard that may have resulted from the number of foot kits in the original order. With the input of the Watertown Office, additional changes were made on location to keep Hutches facing the walls and away from windows.

"The late changes were our fault," Cooney said. "We don't do office planning for a living, but Bush did make

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it easy once we got everyone on a conference call. The installation team made several changes on the fly and were very patient with us. I cannot say enough good things about the install team."

The Department of Health's Watertown District Office now has a brand new workspace consisting of four Series C 60W L Shaped Desks and four 72W 3 Position Sit to Stand L Shaped Desks in a Hansen Cherry finish. Each Desk includes a coordinating Hutch and 3 Drawer Mobile File Cabinet for storage, and eight 5 Shelf Bookcases were ordered to organize materials throughout the office.

Despite last-minute changes to the product list and arrangement, delivery and installation were completed as scheduled and to the customer's satisfaction. Cooney rated the overall experience with Bush Business Furniture a "10/10" and said employees couldn't be happier with the end result.

"We have no complaints... The office employees are very happy with the construction of their new workspace and their new furniture," he said. "They've all suffered a loss of square footage due to increased staffing levels in the same amount of overall allotted space, but they all agree the Bush furniture will help them manage the smaller space very well."



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