



By: Jared Hale

25/08/2022

## How OLG Supports Project Furniture Businesses.

As a project business tasked with the design, construction and fit out of new and refurbished office spaces, you'll know how important it is to have a reliable wholesale partner on hand.

More than just a pick and pack operation, OLG has been supplying large scale fit outs and complex refurb projects for over a decade now. We've been behind some of the largest and most ambitious office fit out projects in Australia. Over this time, we've learned that project managers of design and construction businesses need more than just a catalogue and a price list from their office wholesaler.

We've compiled a list of the things our design and construction clients tell us they need from their suppliers. We'll discuss some of the solutions we've developed specifically for your business, as well as some of the advantages our other partners enjoy from choosing OLG, and by the end of this article, you'll have a much clearer idea of how we can support you too.

### Office Fit Out Specialists

There's no doubt you're aware of the unique challenges that project managers in charge of office fit outs face daily. It's a highly saturated industry and the competition for business can be fierce. Add that to the list of constantly moving parts and it's a job that can only be done by an expert.

It's for this reason we decided to focus on what we do well. Providing superior quality office furniture and professional advice to support project managers in complex office fit outs.

Here is just a couple of things we do specifically for our design, construct, and project management customers.

- Office Floorplan Designer – To lay out and build the perfect office floorplan, OLG provides access to our in-house online floorplan designer.
- Comprehensive Quoting – Upon receiving all the details of a project, OLG will create a comprehensive quote with no surprises.
- CAD Drawings – As part of any formal purchase order, all technical drawings and diagrams are created and supplied in CAD. This makes it easier to manage, especially if your fit out involves multiple vendors and suppliers.
- Photorealistic Marketing Collateral – Our expert designers create photorealistic marketing renders of our products that you can use to win your customer's project.
- Installation Services – Our team of professional installers can provide that final step in your customer's experience. From direct delivery to completing complex soft-wiring assemblies, OLG's expert staff will get it done.

But in what other ways can OLG support you as a design and construct project manager?

### Quality of Inventory

If your furniture wholesaler doesn't have a large local inventory of product, your normal three-to-five-business-day delivery can turn into an international logistics nightmare stretching weeks to months.

In saying that, having enough stock on hand is only part of the story.

A good wholesaler will have a wide range of high-quality products available in a selection of materials, colours, and finishes.

A great wholesaler will also carry a suite of complimentary accessories to match. Everything from desks and chairs to monitor arms, cable management solutions and more.

Quality should also last the test of time. Your ideal office furniture wholesaler should offer warranties and repair services in line with Australian standards.

When OLG first opened its doors in Australia, our product team's philosophy was to design office furniture that would have a lifespan of at least 20 years. While we initially offered an industry standard 5-year warranty, it became apparent that our products were lasting the test of time. This confidence in our materials and manufacturing process led us to extending the already generous warranty period to a massive 10 years!

### Use of Facilities

As a design and construct project manager, there's a good chance you don't have a showroom for customers to come and interact with your products. While some people prefer browsing online, you're much more likely to sell that top-shelf office chair if your customer can give it a test drive. Having your product range on display for customers to touch and see can be the difference between making a sale and your customer leaving empty-handed.

OLG extends the use of our purpose-built showroom in Macquarie Park to all our project managers who don't want to miss out on a sale. We can either arrange a guided tour or allow you to show your customers through on your own.

### Delivery & Installation

As much as we all love spending four hours building an IKEA flatpack, it's always going to be better when a professional does it. For a project management business like yours, you need an office furniture wholesaler that offers direct customer delivery and installation services. This must include any soft wiring or complex installs that require a certain level of expertise.

When choosing a furniture wholesaler, speed of delivery is also a crucial factor to consider. Having local inventory is fine but if the order sits in a warehouse for a week before being dispatched, it defeats the purpose.

OLG has one of the most robust freight and logistics networks in the industry. Not only do we have an efficient and established global shipping route, but for the stock we have on hand, we aim for same-day dispatch of all products.

### Transparency & Honesty

Transparency and honesty in business can be something of a rare trait but look for a furniture wholesaler that tries to be open about everything they do. This covers everything from having realistic marketing to not misrepresenting stock numbers, all the way to reading out the fine print in the sales process.

There are a few ways to tell if your furniture wholesaler puts honesty and transparency at the forefront of their business.

Does your furniture wholesaler publish educational content, (like the article you're reading right now) that is both helpful and unbiased?

Can you be certain that the products sourced are both sustainable and ethically sourced?

Is your furniture wholesaler clear about their warranty, repair, and replacement policies?

At OLG, we're a family-owned and operated business with an emphasis on integrity, honesty and providing the best value possible to our customers.

### Customer Experience

It's important that your furniture wholesaler treats you like a partner instead of just a customer. So, what does that look like?

Well, as one of our partners, this includes providing you with a single point of contact – whether that be a dedicated account manager or a project manager on our side for large installations.

But our commitment to customer service goes way beyond just having a direct hotline. Fit Out specialists partnered with OLG enjoy access to a customized client portal to make ordering, invoice payment and post-sales support much easier.

Partnering with OLG as your office furniture wholesaler has its benefits, but our focus on your customers is one of the best.

So, what next?

If you've made it this far, it's obvious that you're excited about the next step. These are just some of the advantages that project managers of office fit outs enjoy from being part of the family.

There's a whole lot more we can offer that can't fit in this article, so before you meet with our friendly sales representative, make sure you make a list of challenges in your business, and we'll see if we can solve them!

Still not convinced? These are just some of the reasons OLG is the preferred office furniture supplier for so many Australian resellers. If you need help choosing the best furniture wholesaler for your business needs, feel free to drop us an email at [info@olgooffice.com](mailto:info@olgooffice.com) or give us a call on (02) 8188 2732.