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## What's New with OLG?

How many times in your life have you had this conversation?

"Hey, I haven't seen you in ages! What have you been up to?"  
"Oh, you know, just working..."

For most people, this is just small talk, a throwaway comment that doesn't usually prompt a follow-up question. But for us, we're excited to talk about everything we've achieved over the past couple of years.

Here at OLG, we've recently celebrated ten years of supplying wholesale office furniture in Australia and have been able to expand both our product range and the services we can offer our customers.

If you're hearing about us for the first time, or if you haven't checked in since 2020, to get you up to speed, we've put together a list of everything new with OLG.

### Brand New Warehouse Means More Selection on Hand

Up until recently, OLG had relied on a logistics partner for all our warehousing and dispatch needs. While this worked reasonably well, there are a few drawbacks to this kind of arrangement. Firstly, the amount of stock we could carry was limited by the available room in our partner's warehouse. Secondly, we had no control over how our product was stored, picked, packed, or transported.

If you've ever been on the receiving end of product breakages, mispicks and incorrect deliveries, you'll understand how important it is to have a competent warehousing solution.

It's for this reason, in late 2020, OLG moved into a purpose-built warehouse in Sydney's Marsden Park.

This allowed us to hire and train our own warehouse staff, optimize our stock handling processes as well as install specialized machinery for custom manufacturing.

With more room comes the ability to have a greater inventory of stock on hand. This means instead of quoting weeks to months on product delivery time, in most situations we're able to guarantee next-day dispatch of all orders we have in stock.

### Improved Freight Options

Moving into our own warehouse is only the start of how we've recently streamlined our customer's experience. Getting our products from the factory to your doorstep is a challenge, and we've learned that when it comes to logistics, one size definitely does not fit all.

Rather than relying on the network of a single logistics partner, we conducted a massive review to assess which carrier provides the best value. We now use several carriers depending on the type and location of the delivery. With a healthy balance of reliability, affordability, and the ability to offer premium install options, our customers have never been more satisfied.

### In-house CNC Machine for On-Demand Soundproofing

One of the advantages of having our own space is having the ability to bring some specialized manufacturing processes in-house. One such process is the custom preparation of AcoustiQ materials for office soundproofing. Our in-house CNC machine can cut and fabricate acoustic panels based on pre-programmed designs and specifications.

OLG's sales and customer service teams are trained in our AcoustiQ products and know exactly which brackets, adhesives or hanging kits need to be supplied with each order.

This allows OLG to be an industry leader in custom acoustic fabrication - in most cases, we're able to not only quote on projects in record time, but once ordered, we can fulfill that order with a 5-10-day lead time.

We also can fabricate custom-sized screens, upholster chairs, and cut rails to size - all right here in our warehouse.

### AcoustiQ Sound Proofing Products

A noisy office is one of the biggest detractors of workplace productivity. This fact combined with the ever-growing demand for office soundproofing from our customers is the reason why we've developed our own in-house range of acoustic treatment products. We've named the line "AcoustiQ", and we offer everything from permanent and semi-permanent cubicle screens to wall tiles, phone booths and sound-absorbing ceiling installations.

### Photorealistic Product Renders

OLG employs an expert team of designers and 3D render artists to create professional marketing collateral for your customer's projects. All our products can be rendered in 3D photorealistic environments for use in your catalogues, online store, and advertising material.

This collateral can be used free of charge and can be an invaluable tool when trying to land that elusive sale.

### Project Management Team

We've recently expanded our team to include project managers with experience in office refurbishments and complex fit outs. If you're in the project furniture business or you frequently get asked to quote on large office refreshes, a project manager on the wholesale side is an invaluable resource.

We're able to provide you with floor plan takeoffs drawn to specification or complete takeoffs of existing floorplans, as well as any marketing collateral that compliments any professional tender.

### Customer Experience

In the last few years, our sales and customer service teams have spent time putting their customers at the forefront of all their processes. This means that all orders are QA checked before being dispatched, regular delivery and install updates are provided, and on-site support is available if requested.

### So, what next?

These are just some of the things that have changed at OLG since we last spoke, but there's even more we **haven't** mentioned! If you miss us as much as we miss you, we really should catch up.

If you've got some business challenges coming up and you want OLG in your corner, please don't be a stranger! Feel free to drop us an email at [info@olgoffice.com](mailto:info@olgoffice.com) or give us a call on 02 8188 2732.

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@olgoffice.com](mailto:info@olgoffice.com) or give us a call on **(02) 8188 2732**.