

INSTALLATION & RE-CONFIGURATION

The service you receive from Prentice professionals goes beyond Sales Representatives and Sales Coordinators. Prentice specially trains and certifies all of our installers, so you can rely on quality installations each and every time. This reliability is especially important for installations performed in your remote office locations.

Prentice is committed to continual training and assessment. Product-customer interaction and overall project management training are conducted on a monthly and as-needed basis. In order to advance and become a dealer lead installer, our installers are evaluated in class and at a customer's location. We further ensure customer satisfaction by maintaining and tracking Prentice personnel training via the Steelcase CaseNet database.

Utilizing only our own, highly-trained installation team is paramount to the successful installation or reconfiguration of your office environment. Our experienced staff is comprised of installers with an average tenure at Prentice of 15 years. Additionally, we own a climate-controlled warehouse and our own fleet of trucks. Only in this manner can a company offer you the combination of strength and flexibility required to ensure performance that is on-time and error-free.

- In an effort to keep our installers current on the latest technology and practices, Prentice provides training support materials. Newsletters, installation and product knowledge videos, Business TV, and installation tips all serve as tools in this constant goal. We receive additional support by field-based Dealer Operations Training Consultants which we pass along to our installers. Our efforts in continual training give our customers the advantage over competitors as well as guaranteed service.
- **Dealer World Class Installer Program**
Our training goes the extra mile to ensure the best results. We support The Dealer World Class Installer Program, which is an intensive training program for Prentice lead installers. It is designed to teach them how to train their installation team, resulting in improved performance and greater customer satisfaction. This program is unlike other installation training in that it focuses on management issues for lead installers such as problem solving, team building, and customer focus, in addition to product knowledge and craftsmanship.
- Prentice training, re-certification, and evaluation of lead installers and third-party installers is a necessary step in our efforts to bring you quality service. Whether we're installing equipment and furniture in your day-to-day office or one of your locations across the country, you'll benefit from our trained and certified installers.