



SitOnIt • Seating™

## Project Spotlight

Appealing Choices Win SitOnIt Seating the Massachusetts Courts Upgrade.



### Commonwealth of Massachusetts

J. Michael Ruane Judicial Center  
Salem, MA

### INSTALL FACTS:

Sales Rep: Contract Sources

Dealer: Creative Office Pavilion

Time Frame: May - June 2012

Product: Focus Work, Focus Side, Glove Executive and Freelance

### ABOUT THE PROJECT

When the Commonwealth of Massachusetts' courts wanted a system-wide seating upgrade, Boston dealer Creative Office Pavilion knew it was the chance they'd been working toward. For a decade, they'd built a relationship with the state, outfitting trial courts with orders that grew from the 40 to 100-chair range. But this was an opportunity of a different magnitude: more than 2,000 chairs for every corner of the courthouse. They needed durable, comfortable side chairs for lobbies, elegant executive chairs for judges' offices and attractive, ergonomic task chairs for offices. Without deliberation, the dealer chose SitOnIt Seating.

### WHAT MADE THE DIFFERENCE?

Deciding factors for the state were as varied as its needs. According to Creative Office Pavilion's Alec Pouch, the courts chose the Freelance Side for the lobby and public areas because of "the substance of it – especially the breadth between the arms." The sophisticated look and exceptional comfort of the Glove Executive made it a perfect fit for judges' offices and courtroom bench chairs. But by far the biggest order – more than 1,400 – came for the Focus Highback Task. Buyers from the Commonwealth of Massachusetts gave the chairs a trial run and loved the back orientation, the "cool sit" of the mesh, the firm seat and the Momentum Cashmere Ebony fabric that proves elegant and comfortable as well as easy to clean. This is important in offices where busy legal workers often take lunch at their desks.

But the customer service clinched it. The dealer and Tom Caterino from regional rep group Contract Sources had built a reputation for having accessible samples and responding quickly to issues in the field. This trust paid off when the system-wide order was finalized just five weeks before the end of the fiscal year. Creative Office Pavilion, Contract Sources and SitOnIt Seating customer service's Louie Garcia worked logistical magic to make sure the chairs shipped across the country in just eight days. In nothing short of a coordinated triumph, the chairs got in before deadline.

### WHAT'S NEXT?

As government institutions continue to upgrade their seating, success stories like these put us in a great position. With SitOnIt Seating now installed in courthouses across Massachusetts, the verdict is unanimous: when exceptional service backs up exceptional products, it's an open-and-shut case.