



REAL PEOPLE, REAL SERVICE, UNREAL PRICES

CAPABILITIES STATEMENT – 1st OCTOBER 2021

Our Business

Office Products Online is a 100% New Zealand owned and operated web based business. We offer a wide range of work-place products from local manufacturers and importers and we supply these products directly to our customers. This gives our customers the widest possible choice of products available, eliminates the cost of retail outlets, showrooms and warehouses, and enables us to be very competitively priced at all times. For office fit-outs and relocations our product offering is complimented with full on-site scoping, layout design, project management and installation for our customers. We also provide warranty management and a maintenance service for our products.

Our Capabilities & Points of Difference

We combine 35 years of experience negotiating office product supply contracts, with an established distribution network to deliver the most efficient, tailored and cost effective solutions for our customers. We offer a **NO RISK-SATISFACTION GUARANTEE** and this is achieved through;

- Long term supply agreements with established office furniture, seating, shelving, storage, trolley and general office product manufacturers and importers, ensuring availability of the widest range of quality products at the very best prices
- Discounted pricing on products across our entire range
- Additional discounts for our fit-out and relocation customers
- Design and manufacture of customised solutions to meet customer's unique operational or floor space requirements
- Monitoring of our supplier's performance, with stringent measures for response times to inquiries, manufacturing and delivery lead-times, product quality, warranty management and pricing
- Installation teams nationwide ensuring shorter project lead-times, flexibility to alter lead-times when required and a comprehensive maintenance/repair service
- Obligation and cost free on-site consultation (including liaising with architects and designers) to determine the best fit product solutions for any fit-out or relocation. Our recommendations are independent and unbiased
- Facilitating showroom visits to review product options or organise samples to site for review
- Access to a wide range of additional general office products and equipment to facilitate a one-stop shop for all work-place requirements
- Providing fixed price quotations within 24 hours – including all delivery and installation costs – to facilitate accurate and timely budget control for the customer
- Dedicated project support 24/7 – to discuss/review/amend any aspect of the project – to avoid unnecessary costs and delays
- On-site (office fit-out) project management during delivery to receipt of product deliveries, coordinate installation teams and provide trouble-shooting support during the project
- Post project quality control checks to address any remedial work or replacement product required
- Warranty management until the expiry of all warranties

Our Expertise

Our senior consultant Ray Harding has 35 years of experience providing planning and purchasing advice to numerous government departments and private sector organisations. This advice has included a combination of record's management and office floor-plan design consultancies and the procurement of storage and office furniture solutions to meet agreed customer parameters. Previous experience includes working with;

- Ministry of Justice – Maori Land Courts
- Ministry of Justice – District and High Courts
- Goodman Fielder New Zealand
- Fonterra Group
- Genesis Energy
- Timberlands New Zealand
- Northern Regional Alliance
- Health Alliance
- Te Wananga o Aotearoa
- Century Group
- Frucor Suntory
- Crestani Communications
- Creative Classrooms
- Mercy and Ascot Hospitals
- Waitemata District Health Board
- The Lines Group
- Influx Energy Data
- Farmers Trading Company
- Numerous Primary and Secondary Schools throughout New Zealand

Our References

“The Best Supplier We have Dealt With”

“We needed some smart folding tables for our boardroom. We got in touch with Ray Harding to inquire about these Tables. We received exceptional service from this point onwards, with several excellent informative emails, clear quotes and we were even given a sample table to make sure they were what we wanted. After completing our order we received prompt delivery and follow-up, and have had many compliments about our new tables from clients. We highly recommend Office Products Online, they are hands down the best supplier we have ever dealt with”. **Ellie Stewart -**

BW Chartered Accountants

“Very Flexible Company to Deal With”

“We are very pleased with how the new office furniture looks and functions. We certainly appreciate the flexibility shown by Office Products Online in helping us custom design many of our furniture items to suit our particular needs. In fact, it was one of the primary reasons we chose to deal with them”. **Lisa Halliday- Interserve**

“Excellent Obligation Free Advice”

“We needed to increase the number of workstations in our office from 8 to 14. Ray Harding came on site, measured up, and made suggestions on how we could achieve the increased number of workstations and what office furniture would facilitate this. They delivered on time, co-ordinated installation and everything was spot on. We were very impressed.” **Darryl Burn - Dalton International Ltd**

“Great Team to Work With”

"We were under-going a lot of change and our office furniture needs were changing constantly and often needed to be met at short notice. Office Products Online always understood the requirements and our expectations and always delivered on time – they are an excellent team to work with" **Jenna Keightley - AON New Zealand Ltd**

Summary

Office Products Online has a reputation for exceeding our customer’s product, budget, delivery and after sales service expectations. We have countless success stories to provide as reference points and an extremely satisfied customer base that has experienced the very best service, outstanding value for money and a non-negotiable commitment to meet our customer’s financial and operational goals. Our Mission Statement is simple but compelling – “We’re not happy until our customer is happy”

For more information on some excellent options for your next office product requirement/s, visit our website - www.officeproductsonline.co.nz

“All you have in business is your reputation, so it is critical that you keep it” - Richard Branson