



At CBS the right relationship is everything

## WJB Chiltern Case Study

cases studies



*"Taking the time to offer expert advice - that's CBS"*

### It's all about being willing to help

When tax and wealth management consultancy WJB Chiltern decided to consolidate its London offices into a brand new development of 51,000 square feet at Paddington Central, everyone knew this was going to be a huge project.

*"Furniture was just one element of the move," says Facilities Manager, Christine Wall. "The brand new building was completed in August 2002. The main task following this was dealing with the fit out to ensure we could occupy on time. It was a very busy time for us".*

WJB Chiltern Group decided to buy all new furniture, purchasing 357 workstations from CBS, including desks, chairs, screens, pedestals and storage.

CBS was selected from a competitive tender of four suppliers. *"We considered user feedback, cost, visual and functional qualities, and the service provided by the suppliers,"* says Christine. Christine eventually chose CBS because she found them to be responsive, competitive and above all, willing to help.

Each bidder was invited to take an office at WJB Chiltern's Regent Street office, and build their proposed solution. Each supplier was asked to stick to the brief completely. Only CBS complied with this request.

CBS impressed Christine because of their attention to the finer details and because they were willing to invest time to ensure they understood all the requirements. *"They even built templates so we could see various screen heights, shapes and sizes. CBS were also happy to accommodate all our requirements and even created individually named signs for each workstation."* explains Christine.

*"And since completing the installation, CBS have been very responsive in dealing with any further requests. They are very keen to help,"* Christine concludes.