

CHALLENGES AND SOLUTIONS

System XXI Furniture



U.S. Department of Justice

UNICOR

Federal Prison Industries, Inc.



CHALLENGES AND SOLUTIONS

THE CLIENT:

The Social Security
Administration (National
Contract)

THE CHALLENGE:

10 years, an estimated 300 million dollars in furniture installed nationwide, continual product design enhancements with a number of UNICOR factories involved, UNICOR's largest customer, the Social Security Administration challenges UNICOR daily to meet the demands of their ever-changing workforce.

THE BACKGROUND:

In 1987, the Social Security Administration and UNICOR joined together in a partnership through an interagency Agreement to furnish Social Security Administration Offices nationwide with furniture. Through the years, the furniture design has evolved into an ergonomic masterpiece, with such features as electrically adjustable tables and post-formed work surfaces.

In 1993 UNICOR established its first field-based project management position to more completely meet the needs of this very valuable customer.

On November 20, 1997, UNICOR's Assistant Director of Industries, Education and Vocational Training, Steve Schwalb, presented a plaque to the Social Security Administration in recognition of their 10 year partnership with UNICOR.

THE DETAILS:

In 1988 The Social Security Administration contacted UNICOR to provide metal modular furniture to their field offices around the country. It was originally planned by the Army Corps of Engineers. "One of our procurement staff members knew that UNICOR provided this type of furniture," said Donald Clifton,

Sr., Technical Advisor. "So started a ten year relationship that would soon evolve from metal modular to Systems XXI furniture." UNICOR, with the help of its subcontractors installed metal modular furniture in 472 of Social Security's offices nationwide until 1993 when the switch to systems occurred. "Since then, UNICOR has installed up to 450 work stations per month," he added.

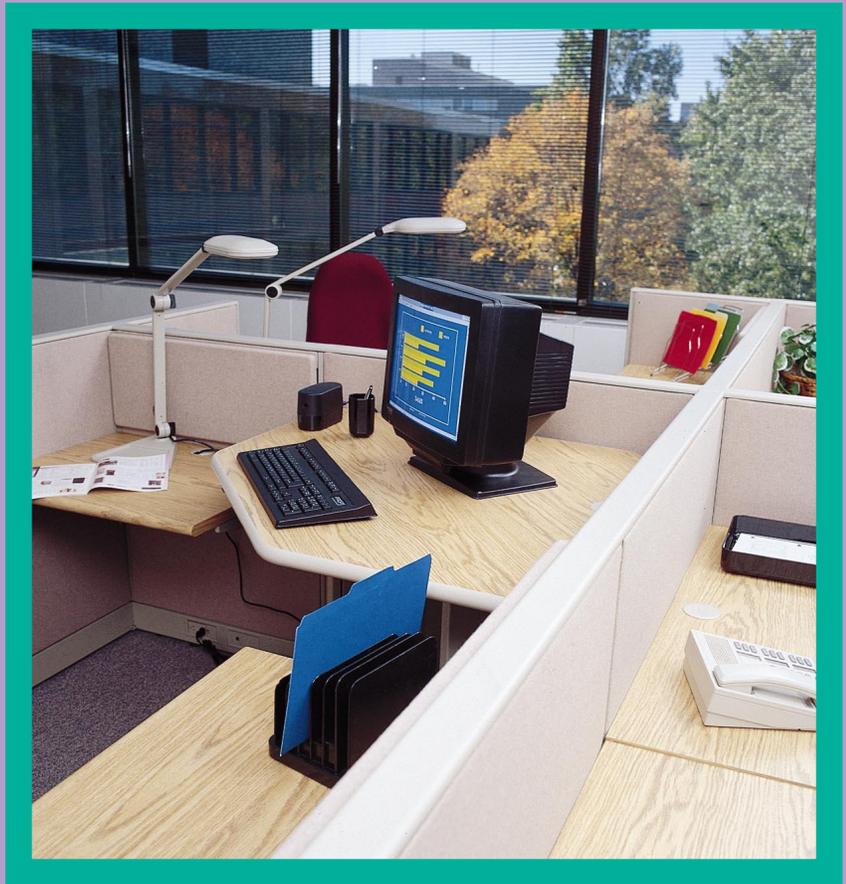
"We provide UNICOR with as built drawings of the space to be outfitted. After that we have meetings with the project manager and all of the subcontractors, tell them what we want and how we would like it to look. Then UNICOR goes into action and develops the final certified CAD drawings," Mr. Clifton said. "Then the UNICOR plant at Schuylkill PA manufactures the furniture and it gets installed by their professional subcontractors. The project manager throughout the project provides





Special network connections are no problem for UNICOR.

total customer service and has really made these projects virtually flawless. That's not to say that there have been no troubles. But with the number of work stations, installed in so many locations, the project manager has kept things going smoothly and on time. He has even taught me a lot of things."



You can take advantage of your office surroundings with System XXI. Low walls can maximize sunlight and views for all employees.

THE RESULTS:

Throughout the past decade, UNICOR has been faced with a number of opportunities to meet the ever-changing demands of the Social Security Administration. But as you can see, a national project which spans a period of ten years and continues to grow, underscores the commitment and success that UNICOR shares with the Social Security Administration.

In December of 1996, representatives of UNICOR were presented with Associate Commissioner's Citations from

the Social Security Administration, for their roles in their successful management of the furniture project.

According to Mr. Clifton, "Overall, UNICOR manufactures a good product, they have delivered it on time, and they have done so at a competitive price. We have developed a good working relationship and have recently added seating products to our planning."

UNICOR looks forward to continuing this partnership with the Social Security Administration, in their effort to offer an ergonomic and comfortable workplace for their employees.

UNICOR offers shared workstations in any configuration. This station features adjustable work surfaces, shared computer terminal, and separate lockable storage.





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**Total
Customer
Satisfaction**

UNICOR systems furniture offers contemporary design in an integrated furniture system with a broad range of color and surface options. Systems furniture is adaptable to all office environments from private offices to conference centers and open work areas.

You'll find UNICOR provides quality service and support for every step of your systems furniture purchase from planning and specification to our professional installation.

For information call the UNICOR Customer Service Center at (800) 827-3168