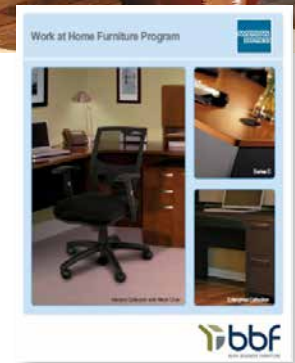




- Company** American Express Travel Related Services
- Location** 26 States nationwide
- Size** 800 Teleworker Home offices
- Furniture** Varies by employee, position. Selection included Enterprise, Series A, Quantum, Sector and Milano2
- Dealer** Staples Advantage



Project Scope: As part of corporate cost cutting measures, American Express Co. reviewed then reduced their real estate holdings nationally and opted to create a telework program. Over 3000 employees whose job functions were transferrable from corporate facilities to home office environments, were considered for participation. The Travel Related Services division was tasked with sending home almost 800 employees in 26 different states over a 4 month period.

Project Challenges: The budget provided by AMEX was \$1000 per employee for desk, chair and install services. Each of 800 home offices had to be delivered and installed within 2 weeks of employee reassignment. In an effort to assist AMEX with a smooth transition, BBF created a custom, branded brochure for the HR department that went into each employee's Telework package which outlined the program description, furniture product selection and ordering procedures.

"I just wanted to take the time to thank you and your team for your hard work and dedication to our project of migrating 800 employees from our Business Travel Centers to a home-based servicing environment. I believe I presented you with some extremely challenging timelines and budget constraints, all of which were met and contributed to our on-time delivery of this project. I appreciated being in such capable hands and thank you and your entire team for helping make our project a success. **You should be proud to have such a truly proficient and responsive team.**"

Tom Ross, PMP® | Global Field Re-engineering
American Express Business Travel



a better idea.