

# Professional, Flexible Responses To Unexpected Project Challenges

**Columbus | 1-50 FTE | Legal Services | Relocation, Furniture Installation, Decommissioning**  
**“I can’t say enough about Planes. They made our move much easier and less stressful!”**

The Ohio Legal Assistance Foundation (OLAF) needed installation and relocation services during a renovation of an existing office space and a move into a new space. After receiving a recommendation from their leasing agent to contact Planes, OLAF reached out and asked us to manage their move.

## Adapting to Schedule Changes

Ten days prior to the scheduled move date, it was announced that a key road in between OLAF’s current space and their new space would be closed. Planes worked with the customer to reschedule, completing the relocation and debris removal only one business day later than originally planned.

## Responding to Difficult Situations

When members of the building maintenance crew displayed unprofessional behavior toward Planes employees, our crew team immediately notified OLAF staff.

“The guys were completely professional and dealt with it the way it should have been dealt with.”

## Providing Precise Communication

OLAF staff were “amazed” at the accuracy of our estimate for the number of Tyga boxes needed for the relocation. We also adjusted our communications to fit the customer’s preference, sending project confirmations earlier in the day rather than at the end of the day to meet the customer’s planning needs.

## The Planes Difference – In The Customer’s Own Words

Organization, Attention to Detail, Proactive Communication

**“The guys were all very professional, very respectful, and very polite. They even offered to do extra things to help. This was true across the board, from the movers to the installers. They were not afraid to ask questions if they weren’t positive about how something should be done, and I really appreciated that.”**

-- Executive Assistant, OLAF



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