

Celebrating 100 Years with a Move to a New Corporate Headquarters

Columbus • 100+ FTE • Food Services Industry • Receipt, Warehousing, Installation, Technology, Disconnect/Reconnect, White Glove Services, Moving

“We chose to work with Planes because they were highly recommended to us. Between them and our other options, their culture set them apart. We’ve never done a large-scale move like this, so a true partner is what we needed, and what we found in Planes.”

A move to a new corporate headquarters – from a space which had been home to 225 employees since the 1930s – was a significant event for a company whose history and traditions formed a critical part of its identity. Add to the fact that the new space consisted entirely of an open office concept – a sharp contrast from the current layout, of which 80 percent was traditional offices – and the move marked a major cultural shift for this client. It also coincided with the company’s centennial, making it all the more imperative that the project run smoothly.

Local Warehousing

We received and stored 14 trailer loads of product in our Columbus warehouse. Once product arrived, we catalogued it with the move and installation schedules in mind to limit our footprint in the new space while it was still under construction and keep debris to a minimum. Within the dedicated 5,500 square feet of warehouse space, we kitted all product by floor and by item so that it could be quickly loaded and delivered upon the general contractor’s request.

To maintain project visibility and ensure that the project remained on schedule, we provided daily warehouse reports, which included progress and issues. Our on-site project manager provided up-to-date punch lists with photo documentation, including details if product arrived damaged so that it could be quickly reordered. The result: a constant awareness of project status, with regular updates to generate peace of mind and maintain the project schedule.

“From the start, Planes Commercial Services has been responsive and easy to depend on. They’ve felt like a seamless part of our team; the lines of communication are always open. We chose Planes because their culture was similar to ours – focused on working as a team – and it’s been a great success because rather than this project being a transactional exchange, it’s been a true partnership.”

-- Chief People Officer



Skilled Installation, Handling, and Technology Support Services

Our team was originally hired to install 225 workstations and 155 file cabinets with laminate countertops over two floors. We also assisted with the installation of monitor arms, which arrived without any hardware. To assist the client even further, we disconnected and reconnected all technology, and provided white glove services to move valuable archival material, including memorabilia from the company's 100-year history.

A Flexible Partner

Due to unexpected construction delays, the original move plan – which was scheduled to take place over two weekends – would not work. We reacted quickly, adapting the schedule to complete the entire move in one weekend. We disconnected employees on Friday, and reconnected and placed items on Saturday, and had the space ready for work by Monday morning – with no issues.

There Every Step of the Way

On the Monday after the move, our full crew and two of our Project Managers were on-site to assist with employee questions. We were also on-site on Wednesday to assist with everything from monitor adjustments to locks. To ensure that all employees were ready for work in their new spaces, we set up a dedicated email address to track and manage all post-move requests.



By The Numbers

- 14 trailer loads of new product received and stored in 5,500 square feet of devoted warehouse space
- 28 straight truck loads delivered from the warehouse to the project site, which had no tractor trailer access
- 225 workstations and 155 file cabinets installed over two floors in a five-week time period
- 225 employees, one marketing department, and one print shop disconnected, relocated, and reconnected over one weekend