

# case study

Thomas Cook



working in  
partnership with



“We were very clear about what we needed from a supplier. acs was judged to be the company most suited to match our requirements. The programme is well under way and, at our recent monthly purchasing meeting, acs was graded as excellent. From our point of view it was a wise choice and I know that acs too is delighted to add us to its customer list. That’s what I’d call a working partnership!”

Paul Bird, Facilities Manager



## The Requirement

When holiday specialists Thomas Cook decided to refurbish their offices nationwide, there were a number of major considerations on their shopping list, when selecting a furniture supplier. They required a national company, who were a major office furniture specialist, preferably supplying products manufactured in the UK. They should be able to provide their own delivery and installation service, to reduce delivery lead times to two to three weeks and to be very flexible, as deliveries needed to be at specific times on certain days – including weekends. All of these needs were important to ensure that the whole project could be tightly controlled and that installations could be efficiently carried out, regardless of location in the country.

## The Solution

acs's Furniture Director – Gordon Howe – had been courting Thomas Cook for some years, resulting in acs becoming one of three companies short listed out of an original ten. All three were closely audited and acs was awarded the £250,000 contract. There are 617 branches, including franchises within Sainsbury's stores. Thomas Cook branches are being 'rebranded' in new corporate colours – with acs providing furniture for customers, as well as 'backroom' furniture for the staff, including desks, storage, racking, canteens and breakout areas. The Sainsbury's franchises are being 'refurbished' with all new furniture.

acs office solutions

your office partner of choice