After Sales Service

Workspace redefined

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optima

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Optima's dedicated **After Sales Service Team** specialises in supporting existing Optima clients with churn work, in addition to undertaking **new partitioning installations**, regardless of project size. The aim of office churn is to eliminate disruption to a company's operations whilst moving or refitting an office environment and to manage the subsequent maintenance requirements.

Optima partitioning systems are designed to allow for lifecycle change and adaption of the interior aesthetic of the building. These changes may be a result of new occupants and expansion, or just a restructuring of the existing internal space. Our **After Sales Service Team** members guide you through this process, focusing upon cost efficiencies and ensuring that any installation time does not adversely affect the working business.

> "Your onsite manager is very detailed in his work"
>
> Adrian Tobin, Moves Co-Ordinator and Space Planner, Allen & Overy

Our Services

- Reconfiguration/relocation of existing installations
- Maintenance of existing Optima installations
- Maintenance agreements (if required)
- Training and guidance for in-house Facilities Teams, for ongoing cleaning and maintenance
- Full project management of new installations, from very small to large interior fit-out projects
- A full in-house design service

What we can Offer

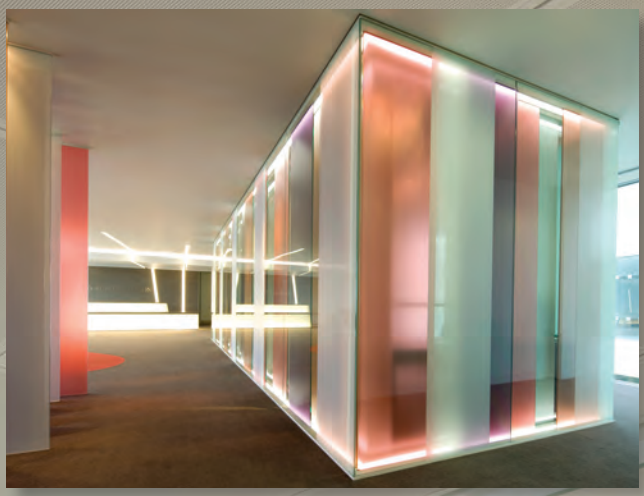
- A dedicated Account Manager to procure and co-ordinate your project
- Estimating and cost advice
- Out-of-hours installations for maximum flexibility
- Expert technical advice
- UK manufacturer: quick response times and short lead-in times
- Peace of mind with ISO 14001 and ISO 9001 accreditations

Maintenance and Relocation Planning

A "closed for maintenance" office space costs a client money and can significantly damage repeat business, lessening the positive client experience. Optima understands this commercial issue and supports workable solutions such as out-of-hours installations, which offer practical alternatives to other suppliers. This approach is further extended to onsite training for Facilities Management Teams in ongoing maintenance and cleaning, thereby ensuring the extended lifecycle of the product.

We understand that any churn or new project, regardless of size or complexity, can affect the normal day to day running of your business. Our experienced, **dedicated Account Managers** are on hand to guide you through every stage of your project, ensuring programme achievement.

We invest in experienced individuals so that a client's needs are truly understood. Our directly employed in-house design service ensures a realistic, cost effective solution. We guide you through the complexities that even the smallest project can bring; specifically the need for office interiors to maintain flexibility of space.



"Work carried out perfectly well, with no issues or concerns"

Sharon Sawyer, HR Manager,
Gide Loyrette Nouel LLP

Working hand in hand with a wide variety of businesses including the leading international law firms Slaughter and May, Taylor Wessing and Allen & Overy; the global integrated audit, tax, consulting and corporate finance firm Deloitte and financial Asian-based investment bank Nomura Group, Optima continues to attract the best business worldwide.

SLAUGHTER AND MAY

ALLEN & OVERY

TaylorWessing

NOMURA

Product Range
We are a proud UK manufacturer, with all Optima products being produced in our state of the art factory near Bath. This further enhances our response time and short lead times and rivals that of our competitors. We are able to accommodate changes, with direct access and control of the factory in terms of manufacturing slots and transportation. In addition, we are not affected by a summer shut down.

Optima is the largest combined supply and installation partitioning company in the UK, providing both drywall and glazing solutions which include;

- Single and double glazed partitioning
- Drywall
- Solid and glazed doors
- Sliding glass doors
- Storagewall solutions

Should you be overseeing a move to a new building, or taking additional space within an existing building, we can discuss your specification requirements with you in order to propose products that best meet your design and performance criteria.

Quality Assured
Optima's commitment to quality extends beyond products to technical expertise, customer service and installation. This is upheld by awarded accreditations such as ISO 14001:2004 Environmental Management System, Achilles Building Confidence, as well as the Quality Assurance Accreditation ISO9001:2008. A consistent winner of prestigious industry awards, quality is assured with Optima, with all engineered products being designed, tested and tested again.

Corporate and Social Responsibility
A simple three point initiative is implemented throughout Optima's manufacturing facility:

- Designing demountable and relocatable partitioning systems where possible
- Ensuring all products can be dismantled at the end of their useful life and recycled appropriately
- On-site training to ensure that waste is minimised during installation and to encourage installers to adopt a suitable site waste management plan

> “There is a great consistency of standard and detail to work, along with the great communication”

Steve Marchant, Building Services Supervisor, Taylor Wessing

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Contact Us

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