

Stephen Perkins, Director of International Marketing, explains why working with Tasker & Stone is the perfect partnership.

“Working in an international business environment it is essential that we have partners who understand our needs and can develop with us as our requirements change. Tasker & Stone, over the many years they have worked with us, have proved such a partner. They have been, efficient, flexible and creative in their support of our rapidly growing global dealer network. My thanks go to the whole team”.



The Client

The designs and services of Herman Miller enhance the performance of human habitats worldwide, making customers' lives more productive, rewarding, delightful, and meaningful. The company's award-winning products, complemented by furniture management and strategic consulting services, generated over \$1.9 billion in revenue during fiscal 2007. Widely recognised for both its innovative products and business practices, Herman Miller is a recipient of the prestigious National Design Award for product design from the Smithsonian Institution's Cooper-Hewitt, National Design Museum, and in 2007 the company was once again cited by FORTUNE magazine as the "Most Admired" company in its industry and included among CRO magazine's "100 Best Corporate Citizens."

The Background

Herman Miller UK is responsible for the provision of printed literature and marketing materials to Herman Miller's entire group of companies and dealer networks outside the USA. An online system is necessary for dealers to review and order a substantial range of branded, multi-language brochures and other marketing items. With operations in over 100 countries worldwide the need to place an order at anytime of the day or night is essential and a fast response to pick, pack & despatch the order, is critical.

Herman Miller appointed Tasker & Stone to manage their print, warehouse a large stock of pre-printed items and provide an online solution for ordering and monitoring deliveries to Herman Miller's global network.

The Service

Tasker & Stone works with Herman Miller's central marketing department to requisition print and other marketing items for the group. Quality of both product and service is paramount and the environmental ramifications are equally important too. The supply chain is FSC certified and where possible printing is carried out by EMAS ISO14001 accredited suppliers.

The majority of printed items are stored in Tasker & Stone's own dedicated warehouse and are available to order online by any of Herman Miller's 300+ dealers and agents worldwide. Essentially, they call-off what they need, when they need it and each order is accurately picked, packed and despatched by Tasker & Stone.

Results & Benefits

- Improve consistency and quality of service
- Reduce costs/financial savings
- Introduce new skills and expertise, previously lacking in-house
- Enable full concentration of own staff on the core business
- Increase efficiency and save time
- High quality print consistently delivered on time, every time and within budget
- Environmental best practise

