



## Certified Dealer Network ServiceNet® Program

### Needs

### Consistency and quality at all your locations

To make sure you get consistent, high-quality, furniture-related services at all your locations, we developed the ServiceNet program. This program, in which all our Certified Dealer Network members participate, uses a web-based tool that lets one dealer manage your furniture purchases and services for all your locations.

This ServiceNet tool:

- Lets one certified dealer work with other certified dealers in a collaborative fashion
- Lets dealers request, negotiate, and/or approve cost quotes and authorize work to be performed—all online
- Gives certified dealers and customers project-tracking capability and accurate and timely status reports

ServiceNet reduces paperwork and shortens cycle times, and that's good for everyone.

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### ServiceNet at work

Here's an example of how it works. A certified dealer in Boston, for instance, fills out a profile via ServiceNet on the Web that describes its customer's project in the Denver area. The certified dealer in Denver prepares a quote and submits it via the Web. The Boston dealer reviews the quote, negotiates it, and/or approves it. The Denver dealer manages the project and reports on its status, notifying the Boston dealer when the job is complete and ready for invoicing.

This transaction-based system automatically generates email notifications and posts project progress to a comprehensive project history database. At any time, the customer and the certified dealers involved in the project can check on the status of the project by accessing the information via the Web.

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**Transactions are seamless**

With ServiceNet, we can provide you with one source, one contract, one point of contact, and one invoice, so your transactions with us are seamless.

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**Certified dealers meet multiple standards**

Our Certification Program defines specific categories of performance criteria that certified dealers must meet. It's your assurance that each networked dealer meets our high standards and performs to your expectations.

Two categories that are especially important are installation and customer satisfaction.

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**Installers are certified**

All service technicians must be certified in appropriate installation procedures. That means they must complete a required series of training programs and demonstrate a thorough knowledge of installation practices to be recognized as Herman Miller Certified Installers. And they carry validation to prove they have the skills, knowledge, and experience to properly install product.

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**Customer satisfaction is key**

Customer satisfaction is a cornerstone of our network strategy. We consider it so important that we make it a criterion for certification. Certified dealers who participate in inter-market work are required to survey the customer at project completion and complete a member-to-member survey to rate the performance of the other certified dealers involved in the project. We systematically process these surveys for immediate follow-up of customer issues. From the accumulated data, we analyze performance trends and identify opportunities for improving performance and adding value to our services.

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**We understand local markets**

Each of our certified dealers is familiar with the local conditions in its market. And, because of our emphasis on communicating and sharing best practices between members, you can be assured that your unique needs will be met in any of your locations.

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**For more information**

Herman Miller's Certified Dealer Network members work together—contributing knowledge, creativity, and design experience—to make places for our customers to achieve and sustain their business goals. Please visit our website at [www.hmcn.com](http://www.hmcn.com).

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**Creativity. Experience. Solutions.**

Herman Miller's Certified Dealer Network.