

LIFT

Lift – (lĭft) *verb* • 1. raise to a higher position or level; encourage or cheer; to raise or direct upward

"There is a time for every type of leadership at a company. As companies evolve they need change. From operational strategy, safety and quality, to user experience and technological advancements, Mike will fundamentally change our organization for the better."

Photo: Suddath CEO Barry Vaughn and
Incoming CEO Michael Brannigan
Photography by Ryan Ketterman

Special Interview with Retiring CEO Barry Vaughn

It's a New Day with Workday® HCM System

All About IOMI®

this issue:

Feature Article

A look back (and forward) with Barry Vaughn

In March of this year, we announced that president and chief executive officer, Barry Vaughn, will retire in May and assume the new position of vice chairman of The Suddath Companies. For more than 40 years, Barry has been a tremendous contributor at every leadership position and has led this organization through significant growth and many industry, market and regulatory changes.

During his tenure as CEO from 2003 through 2015, Suddath® experienced its most significant period of global expansion. Barry also led Suddath to the forefront of many industry advancements including testing and implementing alternative methods of transportation, deploying paperless technologies, growing our military and government relationships and building one of the most enviable leadership teams and organizations in the industry.

While looking forward to spending more time with his family and devoting his energies to new and exciting interests, Barry is excited about the future of Suddath.

Melinda Byrnes, vice president of marketing and communications, sat down with Barry to reflect on his forty-plus years here at Suddath. The following recounts his thoughts and fond memories of the company he helped to build and the legacy he hopes to leave behind.

You joined Suddath 41 years ago. Where did you work before that?

While attending school in Evansville, Indiana, I was searching for a part-time job. I interviewed at Atlas Van Lines' headquarters and accepted the only job available which was in their mailroom. After three months in that position, I was approached by Ed Cox, VP of operations, to come to work for him as a long distance dispatcher. I worked for Atlas for four years dispatching long distance van operators both in the household goods areas as well as special products. I also transferred to the East Coast operations center in Hyattsville, Maryland, where I worked closely with the Suddath organization dispatching their drivers and spoke frequently to Rick Schroeder, Quinn Bell and Dick Suddath.



To contribute to the next LiFT, submit your stories and photos to: lift@suddath.com.

Feature Article (continued)

How did you happen to join Suddath and in what capacity?

Quinn Bell and I worked closely together in those days and he eventually recruited me to join the Suddath organization in 1974. I started with Suddath working for Mike Richardson in the international military division. Mike, along with Dick Oesher, taught me the military business and laid the foundation for the early part of my career at Suddath.

Can you take us through your career progression with Suddath since then to the CEO position?

As I stated earlier, I started in the international military department and over the period of a few more years grew into the domestic military department as well as managing domestic long-haul operations. Back then, we had departments rather than divisions and there was a lot of opportunity afforded all of us. Quinn Bell hired a group of young bucks including Dick Oesher, Mike Richardson, Bob Duross, George Doyle, Bob Price, Jim Barnett and me. We all had different skill sets and experience. Jim Barnett and Bob Price handled the accounting and finance area, Mike Richardson handled the military area, Bob Duross handled the corporate international business line, George was in charge of sales and I fell into the operations side. I remember traveling the country signing up military agent/partners much the way we do today. We all had individual responsibilities but we all worked together.

As these departments and businesses started to grow and form real revenue streams we became more and more successful. Through the late '70s and early '80s my role was president of Sentry Household Shipping and I was partnered with Bob Duross. This business consisted of our domestic military operation and our commercial international business activity which today we know as Suddath Government Services® and Suddath International. During this period of time, I also was given the responsibility of managing our communication systems for the company (phones, faxes, telecom systems, etc.) (no computers yet!).

In 1981, we were approached by a group of entrepreneurs looking for an investment partner to start a resale long distance communication company. We all liked the idea of forming this new company (never mind that we didn't know much about it) and the next thing I know I was made president of the new enterprise and on my way to Dallas, Texas, to spend \$1 million on a switching system. We named the new company Americall and we were off and running building a resale common carrier telecommunication company growing to three call centers in Florida with the latest technological advances including a fiber optic network that we owned. Three years later we sold the company for a hefty profit. It was an exciting business that highly leveraged our company and was very asset intensive. We all learned a lot from that experience but were glad that someone else wanted it more than we did.

In 1985, when I returned from running Americall, Quinn gave me the opportunity to help him manage the branch operations which today we know as Suddath Relocation Systems. I started out as vice president of operations and over the years that role grew and eventually I was appointed president of Suddath Relocation Systems.

Feature Article (continued)

Back then, we had offices primarily in Florida and Georgia including many that do not exist today. For example, in addition to our current Florida/Georgia locations we also had Key West, Pensacola and Homestead, Florida, as well as Hinesville and Savannah, Georgia. We looked more like a military branch organization where today we look more like a commercial, big market organization.

Our big move in the late '80s was the acquisition of a company in Miami named Withers Moving and Storage. We had an office in Miami but this allowed us to increase our size and move to a new location. One of the little nuggets we acquired with Withers was a business they ran in about 10,000 square feet of the warehouse. That business was called record storage and that one little revenue stream and business would grow over the next 12 years to become one of our most successful businesses in our history, Data Storage Center (DSC). During the '90s, the record storage industry was going through unprecedented consolidation and in 2000, Iron Mountain Record Storage acquired our company.

My next role was to become chief operating officer of The Suddath Companies and then in 2003, I became president and chief executive officer of The Suddath Companies. I have skipped over many details along the way but this is an overview of my career. There were many people along the way that made it possible for me to move along in the organization. I am truly blessed to have had the opportunity to work with so many outstanding people during these 41 years. I am also blessed to have been given the opportunity to succeed and to reach a level in the company and the industry that many only dream about. I am indeed fortunate and will forever be grateful for the opportunities afforded me by Suddath.

What is your proudest personal accomplishment during your leadership at Suddath?

Overall...to have assisted and supported others in the organization to create new and exciting businesses.

Probably most memorable...was when we monetized the DSC investment and set the future, financial foundation for Suddath; which allows us to expand and grow businesses today that we otherwise may not have had the opportunity to do. And, the Americall experience was a pretty wild ride that I will never forget!

What changes have you seen in both the company and the industry as a whole over the past four decades?

Changes in the regulatory environment come to mind initially. We were once highly regulated where everyone sold and competed at the same rate. We moved from a collective rate making environment exempt from anti-trust to a very competitive marketplace. At one point in our past, it was more difficult to enter the marketplace as there was need and necessity requirements that had to be proven in order to obtain operating authority. Today it is much easier to enter the market.

Feature Article (continued)

Of course, technological advances have changed the way we operate and Suddath has supported industry efforts to move to more efficient ways to operate, pioneering paperless, operational and equipment advancements, and industry changes which make us safer and more efficient.

One large change in the corporate marketplace was the emergence of relocation management companies (i.e., Lexicon) which has dramatically changed the way we interact and transact corporate business both domestically and internationally. The other major change would be in the global mobility space as the world has become flatter, more companies have expanded around the globe.

Finally, containerization has provided a service need for various demographics who do not require full-service moving...and it has added alternative capacity to a dwindling van operator pool.

To what do you attribute the steady growth of Suddath at a time when other companies were struggling in light of economic downturns?

Diversification of business, financial strength and depth of leadership across all service lines.

What are you looking forward to in your new role as vice chairman of The Suddath Companies?

For most of my business life, I have been in an operating mode without sufficient time to stop, think and strategize about the future direction of the company. Hopefully, this will allow me to step back from the day-to-day and provide thought, strategy and mentoring to the leadership team and the board of directors.

List of items on the bucket list as you have more discretionary time?

- 1) International travel and exposure to different cultures around the world (Italy is already in the planning stages)
- 2) Much more time with my wife, children and four grandchildren
- 3) Spend more time at my second home in the mountains of North Carolina
- 4) Play more golf
- 5) I love to tinker so I look forward to breaking and fixing some stuff
- 6) I bought a new fishing kayak and can't wait to use it
- 7) I am a pilot and plan to spend more time flying my airplane

Feature Article (continued)

How do you expect Suddath will evolve under the leadership of Mike Brannigan?

I fully expect Suddath to evolve successfully under Mike's leadership. There is a time for every type of leadership at a company. As companies evolve they need change. Whether it was Quinn's entrepreneurial leadership style to my drive and passion for financial growth and performance to Mike's style of process management and organizational structure. I am pleased to have led the company toward global expansion. I know that Mike will embrace that strategy and build the organization which will be responsive to global opportunities and competition. We have doubled the company over the past five years and Mike is the right leader to finish our integration tasks and reorganization. Mike is a person who desires to drive growth and efficiency. From operational strategy, safety and quality to user experience and technological advancements, Mike will fundamentally change our organization for the better.

Can you sum up for us the words of encouragement you have used with Mr. Brannigan, in the "locker room" so to speak, with respect to the opportunities and challenges that lie ahead?

The success that I have had at Suddath is really based on the success and interaction of our leadership team. We have all grown up together and grown in our areas of expertise yet stayed together. For years, outside of the company I have many times heard people remark about the closeness of our team. In other words, we worked together and played together but always balanced it properly.

My encouragement to Mike is always think about the people around you and their inclusion in the process. We are always moving fast but we do need to be smart and nimble and sometimes it's hard to remember that the little things are really the big things with many people. Never stop inspiring and motivating people mostly by engaging and challenging them—after all they are your most important asset. Create a dynamic team, engage with them, and maintain that team environment.

There is a certain sacrifice that all CEO's must make but life goes by quickly and with a wife, three children and a life outside the office, make sure that you don't let that slip by without proper balance. Easier said than done.

What would you like to ask of the Suddath employees and constituents as we embrace our new leader?

Change is inevitable. Trust in the company and trust in Mike. Give it time and have faith that the history and culture of our company has gotten us where we are today and Mike will take it to the next level.

Any fun facts you know about Mr. Brannigan you want to drop?

- 1) He is a sports nut and follows a couple of useless teams like the Jets and the Mets
- 2) He loves Diet Coke
- 3) Has a great sense of humor (unless you are talking about the Jets and the Mets)

Feature Article (continued)

Words of advice for any of our employees who aspire to a career path like you have had with Suddath?

Wow...well, it's a different world now. And corporate dynamics have changed a lot. I guess regardless of your generation, company size or industry, some of the same tenets apply. I always believed in company first, not myself or my own interests. I also worked hard to manage a discipline of balance outside of the office but didn't always succeed at that.

I love to compete and to succeed. I worked as hard as I possibly could in running and building businesses, and learned over the years to be more patient and let things come to you. In this super-fast-paced world, I can imagine that will be a big challenge for many even more so now.

I never worried about what the person next to me was doing. If they weren't pulling their weight, I did. And I didn't complain about it. Eventually, it all works itself out.

I always knew that I wanted to manage, to lead — because I do love to create, run and control things. I love taking on additional responsibility. That's another way of growing, succeeding and if you don't desire that level of authority and responsibility it would be very hard to run a company and get to the next level.

Mostly, have the right attitude and try to enjoy what you do.

This framed display includes Barry's business cards from his various positions within Suddath which was presented to him on the occasion of his 30th anniversary with the company.





In the News...

JAXPORT assistance was key to success in Foreign Trade Zone creation

"Conceived and implemented through a team effort with JAXPORT staff, the new Suddath FTZ facility markedly reduces supply chain costs versus use of a bonded warehouse in South Florida."

Suddath Global Logistics was featured in the Winter 2015 edition of JAXPORT magazine. [**READ ARTICLE**](#)

Setting a New Standard

Suddath believes that recognizing hard work, maintaining robust industry alliances and enhancing professional development provide exponential growth opportunities to our organization and each of our employees. Please join us in congratulating the individuals, companies and branch locations that were key to the success of our overall organizational accomplishments.



It's a new day with Workday®

Part 1 – Human Capital Management System

When Suddath implemented Workday in December of last year, it was most certainly not another day at work! More than just punching a time clock, this significant conversion replaced three long-standing databases within our organization: Kronos for timekeeping, ADP for payroll and iVantage for the Human Resources Information Systems (HRIS). Workday is a human capital management software created to assist an organization in recruiting, payrolling, training, managing and developing employees all while optimizing efficiency and effectiveness.

In line with our strategic goals and long-term plan for innovation and technology, Suddath invested in Workday to manage the data of 2,000+ employees in more than 30 locations worldwide. Workday is hosted in the cloud and accessible 24/7.

Much like the social media platforms that NewGen employees expect and are familiar with, Workday allows you to create an online profile highlighting your skill sets such as current and prior job experience, educational background, completed projects and upload a photo. This type of profile is especially helpful for both employee and employer when there are opportunities within the organization.

Setting a New Standard (continued)

“The functionalities of Workday will help us match current employee skills with the future needs of the company to create our own pipeline of talent,” explains Elizabeth Spradley, senior vice president of human resources. “It is an invaluable resource that provides hiring managers the ability to view our internal talent for future assignments. It is also a tool for the employee to communicate their career aspirations and willingness for new assignments.”

With Workday as our global HR system of record, Suddath now has a single source of actionable information about its workforce, accessible in the Workday cloud. As we tap into the enhancements of the system in the near future, managers can pull predictive analytics, organizational charts or query the database for employees that match open positions within the company. With the highest security protocol, Workday now allows employees and managers alike the freedom to access information 24/7/365. This translates into efficiencies across the board, such as rapid recruitment of new hires, access to employee skills and insight of an employee’s performance as it aligns with their goals and career aspirations.

This is just the first step of many as we build our human capital here at Suddath. Workday also has an employee training and education component, known as The Learning Center, which will be profiled in Part 2 of this series.

Awards and Professional Recognition

2015 UniGroup® Learning Conference

On March 3rd, Suddath hosted an event at the Hard Rock Café® in St. Louis during the annual UniGroup Learning Conference. The event was held for partner agents, colleagues and friends to strengthen our relationships and to celebrate our collective accomplishments for the previous year. One of the highlights of the event was honoring those partner agents that have gone above and beyond in 2014 in the areas of Innovation, Collaboration, Service Excellence and Kindness & Generosity.

*Kindness & Generosity –
an award in honor of
Carol Bell*



Innovation Award
Corrigan Moving Systems



Kindness & Generosity Award
Humboldt Storage & Moving Company



Awards and Professional Recognition (continued)



Service Excellence Award
Daryl Flood Relocation, Inc.



Collaboration Award
Mergenthaler Transfer & Storage



In addition, this year Suddath was proud to partner with a local non-profit, Youth In Need®, to raise awareness and donations for their cause to help underprivileged youth in the St. Louis area. With the generous support of Suddath and our constituents, we raised \$1,200 along with a donation of 19 pairs of new shoes.



What is "IOMI" and why is it important?

It is often said that life's best lessons are learned the hard way. No one would agree more than office moving pioneer and industry veteran Ed Katz. Desiring more professional accreditation in the commercial office moving sector, Katz founded the International Office Moving Institute (IOMI) in 1987 to offer vital training programs in office moving and project management methods, techniques and business best practices. Dubbed the "world's only university of office moving," IOMI is an independent, unbiased training organization dedicated to raising the moving industry's image by educating both professionals and consumers.



Suddath has partnered with IOMI for the past ten years and has had approximately 500 employees become certified through the intensive training sessions. The customized three-day class, taught to only one company at a time, contains extensive information and training on sales, estimating and operations to ensure that IOMI certified movers are functioning at their highest capacity—for the company and the client.



Katz was especially impressed when our chairman of the board, Steve Suddath, took one of the very first training classes held here. "It clearly indicated to all employees, that Suddath was going to implement the key principles and methods of the IOMI program and be a leader in the commercial office moving industry," recounted Katz. "This certification signifies to clients, companies and employees alike that Suddath values expert training and investment in its people and policies."

IOMI Founder Ed Katz and SWS SVP Bob Papuga

Awards and Professional Recognition *(continued)*

With significant growth through various acquisitions during the past five years, a priority was established for new employees to become IOMI certified office movers, an important step in the process to achieve a meeting of the minds in sales and operational performance. Staying true to this goal, in March of this year, Katz conducted another IOMI training class of 24 Suddath employees from across the country at the SWS corporate headquarters in Jacksonville.

“Suddath is committed to training, to IOMI and to Ed. Ed standardizes the estimating process by simplifying it,” explains Bob Papuga, senior vice president of Suddath Workplace Solutions. “Every Suddath graduate can produce a proposal and execute an office relocation in the same way. This is invaluable to our national customers and has proven to be a key differentiator in the marketplace.”

Katz draws on his dry sense of humor and many years of moving experience to create a class that none will soon forget. Acting as part trainer and part therapist, Katz’s classes cover everything from basic office moving skills to effectively managing clients and potentially negative situations. During the training, participants actively participate in role play and Q&A sessions to gain the necessary skills for success in dealing with customers in all situations.

While it is widely known that moving is one of life’s most stressful events for homeowners; moving a business with multiple employees and critical technology can be just as daunting. Katz says the number one goal is “to keep the customer happy.” His next goal is to make sure no one is hurt in the process and workers are protected. Many of the proprietary methods and best practices he teaches are borne out of mistakes during his forty years in the industry. For example, Katz instructs that every team member on a job, alert a supervisor and coworker whenever they must use the restroom. He recounts that during one office move many years ago, in the era before cell phones, a mover became trapped in a freight elevator for several hours before anyone noticed he was missing. While extreme, this is just one example of the many factors that can affect productivity and efficiency—and ultimately, a company’s bottom line.

Suddath congratulates the 24 attendees from the latest class held in March, all of whom are now IOMI certified movers.



Awards and Professional Recognition (continued)

Suddath Government Services invited to conduct transportation workshops around the globe

The U.S. State Department has once again invited Suddath Government Services to participate in their annual transportation workshops hosted by international U.S. Embassies. Amanda Smith and Joe Poole facilitated the workshop in Miami, Florida for Central and South American Foreign Service Nationals, while Leigha Hogan and Joe Poole traveled to Thailand to educate the U.S. Embassy employees throughout the Asian region about the International Government Bill of Lading program. This program outlines the policies for relocating U.S. Embassy personnel as implemented by the U.S. State Department. To be invited several times to speak at these lectures is truly a salute to the experience and knowledge the SGS GSA division has worked hard to cultivate.



Making a Difference

SRS 446 Ops Manager Tim Estep goes the extra mile

Moving can be a stressful process, especially when moving with small children. So what happens when the one thing that can calm a child has been accidentally packed away? Thanks to the kindness of Suddath St. Petersburg's Operations Manager Tim Estep, a little boy will be able to transition into his new home with ease.

While completing a household goods QC check on load day, Estep was talking to the customer, when she expressed concern that her six-year-old son's favorite puppy-shaped security blanket had been packed away, and she wasn't sure which box it was in. "She said he couldn't sleep without it," Tim recalls. He began going through boxes, and when he couldn't find it, he did the next best thing: he went to the store in search of a replacement.

Luckily, Estep found one identical to the packed up pup, returned to the customers' home and left the new blanket on the counter. He promptly received a text message thanking him for what he did. Estep explains he wasn't looking for recognition, but simply doing what he felt was right. "I just wanted to try to relieve the unnecessary stress and help make her son feel comfortable."

Suddath salutes employees like Tim Estep for "Making a Difference" in even the littlest of our customers' lives.



Kim Grezak Royer

Mar 6th, 11:50am

Wow! I have to give some praise to the operations manager, Tim Estep from our moving company Suddath. He came by this morning to see how everything was going. I told him great except for the fact that I was mad at myself for not setting aside Ethan's beloved puppy and it got packed (we won't have our thing a for a month). He felt bad and helped me look in boxes and we didn't find it. Would you believe that he left and just came back with a new puppy he bought? Now that is awesome!



Corporate Social Responsibility

SRS 488 stores 34,000 notebooks, 32,000 crayons, 41,000 pencils and much more for Broward County students

United Way of Broward County's annual Tools for Schools was an incredible success for the third straight year. Publix Super Markets collected more than \$100,000 from generous shoppers and Suddath Relocation Systems stored the supplies and hosted the event. Thanks to the kindness of the community, United Way was able to distribute supplies to more than 600 local teachers. The supplies included 34,000 notebooks, 32,000 crayons, 41,000 pencils, 43,000 folders, 19,000 pens, 17,000 bottles of glue and much more.

SRS 488 supported the "Tools for Schools" event for the United Way of Broward County, Florida. Broward County Public Schools Superintendent Robert Runcie, Kathleen Cannon, Jim McDonald of Suddath Relocation Systems and Maria Brous, Mike Meredith and Barbara Batchelder of Publix Super Markets, pictured L-R.



SRS 440 supports Boy Scouts' largest fundraiser — Thank you letter to our chairman

Dear Mr. Suddath,

Recently a team of volunteers and I had the pleasure of working with members of your outstanding team! Over the course of three days last month, we received, sorted, and distributed approximately \$150,000 worth of popcorn out of your location on Western Way in Jacksonville.

Steve von Oetinger was very helpful in making sure that everyone was on the same page prior to the arrival of the popcorn. David Germain assisted us with ensuring safe and secure access to the facility, and Marty was terrific with providing us direction so that we could work without interrupting your business needs.

The popcorn sale is a major source of revenue for local Scouting groups, and your generosity helps young men to participate in the program. Aside from also teaching young men valuable lessons by earning their own way, the funds raised through the sale also enable Scouting groups to afford materials needed for the outdoor program.

On behalf of the nearly 2,400 Scouts in the Southern Duval County area and more than 16,000 Scouts in Northeast Florida, thank you for your generous use of your facility!

Sincerely,

Ward Bramlett

Field Director, Boy Scouts of America, North Florida Council



Corporate Social Responsibility (continued)

SRS 460 big smiles for special kids in Texas

They say things are bigger in Texas and the World Championship Barbeque cook-off contest during the Houston Rodeo is no exception. As a diamond sponsor, SRS Houston was honored to be part of the rodeo's signature community event, Ritch's Little Raiders BBQ Party.

For over 20 years, Ritch's Raiders BBQ Team has fed and entertained a group of 400-500 special needs children from various state schools and institutions in Houston and the surrounding area. These children are known as "Ritch's Little Raiders" and they are the stars of the show during the event comprised of food, clowns, celebrities and lots of fun entertainment. And judging by the smiles on everyone's faces, yes, things ARE bigger in Texas!



Be on the Lookout for...

Suddath Project Profile: Daymon Worldwide

When Daymon Worldwide, one of the world's largest private branding companies, needed to furnish and relocate its regional headquarters in Jacksonville, they turned to Suddath Workplace Solutions to get the job done. With expert consultation and opting for remanufactured furniture instead of new, this project, completed in just 90 days, saved the client 60% in furniture costs and cut the time in half to refurbish their space.

"Suddath proved to be our full solutions provider. The experience and knowledge of the team was very valuable to us during the entire process. They listened and understood our needs and provided solutions to meet our aggressive timeline." Senior Director, Daymon Worldwide

CLICK HERE to read the project profile and see how Suddath offers turnkey solutions for business relocation challenges.



2015 Trade Show and Event Schedule

Feb 22-24 RILA – Retail Industry Leaders Association – Orlando, FL
Attended by more than 1,500 top executives from the retail supply chain industry, this conference offered unique learning experiences and opportunities for networking with thought-leaders from across every retail channel. This was Suddath Global Logistics' first time exhibiting at RILA.

Feb 26-28 NASMM – National Association of Senior Move Managers – Orlando, FL
Suddath proudly supports this association and its efforts to provide caring and exceptional service to our senior population.

March 18-20 ARE Global Shop – Las Vegas, NV
This was our sixth year exhibiting at the Association for Retail Environments' Global Shop, the world's largest annual visual merchandising trade show and conference for the retail design industry.

March 26-27 Worldwide ERC – APAC Global Workforce Summit – Shanghai, China
As a Platinum Sponsor, Suddath has partnered with Worldwide Employee Relocation Council for several years and supports events all around the world.

May 3-6 ISM 100th Annual International Supply Management Conference – Phoenix, AR
Suddath is a long-time exhibitor of the Institute for Supply Management, which exists to lead and serve the supply management profession.

May 13-15 HD Expo – Hospitality Design Expo – Las Vegas, NV
This will be the first time exhibiting at the world's largest hospitality and design event for Suddath Global Logistics to support the hospitality business vertical efforts.



Infographics: Worthy of a Thousand Words

Why hire an IOMI® certified mover?

The International Office Moving Institute (IOMI) is an independent and unbiased resource and training association which offers accreditation to office and commercial relocation companies all over the world. This infographic details the distinguishing factors that make an office move IOMI certified. **CLICK HERE**



Here We Grow Again

Mark Scullion appointed president of Suddath Workplace Solutions

Mark Scullion has been formally promoted to president of Suddath Workplace Solutions. Mark joined Suddath in March of 2011 to lead the strategic expansion and product development of the workplace business and since that time, Suddath has added multiple high profile global program clients and significantly expanded its workplace service offerings to include space planning, office furniture, relocation and furniture management, and integrated solutions that combine all of the newly expanded workplace services.

Mark and his team will now build on this momentum to accelerate growth and investment in the workplace product line vertical and formally integrate and expand all local and national sales efforts within the new Suddath Workplace Solutions organization. Additionally, he will pursue tactical and strategic opportunities to significantly grow the Suddath Office Furniture (SOF) business and cross-sell these services to an expanding local and national customer base.

Mark has been functioning in an interim dual role as the Director of Suddath Workplace Solutions and General Manager of the Jacksonville location since late 2012. With this promotion, Mark will now devote all of his time and attention to this critical and strategic growth area for Suddath.

Mark's promotion and expanded responsibility combined with the momentum developed over the past three years will be a springboard to a sustained period of high growth in this critical business vertical.



"**Antonio** and **Louis** were the professionals that moved our furniture. They were exceptional...just like all the folks we work with at Suddath. They were professional, cautious with our furniture and a pleasure to work with. And, they went the extra mile in moving additional items once they were inside the house. Please let them know how much we appreciate their efforts. Thanks!"

– Adam

"Jeziah, Juan and Raymond were extremely professional, friendly, efficient and helpful. Not only did they work so well together as a team, they were so fun and easy to be around. Moving for me was a huge change and could have been very stressful. This team made it a great experience."

– Laura,
California

"Your representative at Suddath was **Kelly Culver**. She did a wonderful job in helping to provide information between the moving company and us. She was very polite and always returned calls in a timely manner."

– Christopher B.

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"**Laura Sellars** and **Cherry Thomas** were ALWAYS available to me to answer any question I had and were completely transparent in all of the facts and figures they provided..."

– Elizabeth H.,
New York, NY

"With the help of Suddath, I was able to schedule for the movers to pick up in under two weeks, as well as drop off shortly two weeks after. I worked with **Carla** and she was fantastic and very attentive..."

– Kimberly S.,
San Francisco, CA



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