

peoplespace

A CLIENT AND INFLUENCER GUIDE TO
FREQUENTLY ASKED QUESTIONS

IOS IS BECOMING PEOPLESPLACE | January 2019

FREQUENTLY ASKED QUESTIONS | Clients + Influencers

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We recently announced that IOS is becoming PeopleSpace. This is a result of collaborating with Haworth to create a sustainable, world-class client experience and serve the West Coast, including Southern California, Portland and Seattle. PeopleSpace will invest in new technologies and talented people to bring streamlined processes and innovative solutions to the market.

Below are answers to some initial questions you might have. For specific inquiries around a project or order, contact your sales or account representative.

We'll be messaging and reaching out with more information in the coming weeks. We look forward to sharing the PeopleSpace story with you!

OVERVIEW

What is PeopleSpace? PeopleSpace is the new parent company of all existing IOS entities.

So, is PeopleSpace a Haworth dealer? Yes, PeopleSpace is a Preferred and Best In Class Haworth partner. The current IOS leadership team, augmented by some talented new additions, will continue to lead the organization.

Does Haworth own PeopleSpace? Haworth is a minority investor in PeopleSpace. The opportunity to accelerate growth and invest in a world-class customer experience led Haworth to infuse capital in PeopleSpace.

Why the name change? Interior Office Solutions is an antiquated name with a focus on the interior and the office. PeopleSpace focuses on people first and their spaces. (Besides, the acronym IOS is a little confusing, with it being the operating system of a small tech company you may have heard of based in Cupertino!)

What does this mean to me, the client? Honestly, other than a superior experience in the future, not a lot. You can still buy all the same products and services from us. If you have ANY issues at all, let us know.

Are my current projects and orders okay? All existing projects and orders will not be impacted.

Are IOS contracts and quotes still valid? All contracts and quotes under IOS will remain valid. Future quotes and contracts will be issued under the PeopleSpace name. However, we will afford all our customers ample time to make this change in their systems and will honor any contracts with IOS for the duration of the contract.

Do I make payments to PeopleSpace or IOS? Either. Payments should be made to the entity that your purchase order or quote is issued to/from. But if you make a mistake, no big deal, we'll figure it out on our end.

How do I contact my sales rep? Phone numbers will stay the same. Your sales or account representative will give you their new email information soon.

Will my IOS contact or sales representative change? Initially all contacts and sales representatives will remain the same. However, we may shift things around a little in the future to better serve you, our client.

Will all existing IOS warranties be valid? Yes. Absolutely. All warranties will remain in full effect.

Does this mean we only sell Haworth products now? No. PeopleSpace will continue to sell and support all manufacturers and product lines.

