

Case Study | Illinois Institute of Technology

About the customer:

"Illinois Institute of Technology is a private, technology-focused, research university offering undergraduate and graduate degrees in engineering, science, architecture, business, design, human sciences, applied technology, and law. One of 21 institutions that comprise the Association of Independent Technological Universities (AITU), IIT offers exceptional preparation for professions that require technological sophistication, an innovative mindset, and an entrepreneurial spirit."

<http://web.iit.edu/>



Location:

Chicago, IL

RT London Sales Representative:

Al Keener, Independent Representative
RT London, Grand Rapids, MI

**About the project:**

Illinois Institute of Technology (IIT) approached RT London to replace existing furniture that was custom designed for the State Street Village apartments on campus. The existing furniture was deemed impractical once in place and IIT was also experiencing durability and construction issues.

The Need:

IIT was in search of durable furniture with a strong aesthetic that was backed by a significant warranty. RT London was the perfect fit. During the search, IIT visited the RT London plant with a group of students and staff. They were able to review manufacturing processes, furniture construction, custom capabilities and complete product offerings.

The RT London Solution:

IIT evaluated multiple vendors and "after reviewing sample furniture with students and staff, the vast majority selected RT London's offerings." Joshua O. Marjenka, Operations Manager, Illinois Institute of Technology. The furniture in IIT's State Street Village will be completely furnished with Essix Room Solutions in a custom gray finish within three phases over three years.

Over 500 beds will be provided as well as desks, organizers, mobile pedestals and wardrobes. IIT chose a custom finish to keep the furniture to the tone and feel of the buildings characteristics.

While the product selected will last many years it is the relationship that has been created between RT London and Illinois Institute of Technology that is most important to RT London. For RT London, it is more than a sale, we look at how we can out-perform our competition by serving our customers beyond their expectations. "We've really enjoyed the great customer service and the way we've been able to connect with RT London and the staff. Our two plant visits were fun and informative. AI (Keener) is very responsive and has a keen ability to explain the furniture and related processes. RT London offered us great pricing on a three year project and has helped us coordinate all aspects of delivery and installation." Joshua O. Marjenka, Operations Manager, Illinois Institute of Technology.

