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INTERIOR DESIGN & SPACE PLANNING

BROOKDALE SENIOR LIVING INC.

Supporting the Continuous Growth of a Healthcare Firm

Brookdale Senior Living Inc., a leading owner and operator of senior living facilities across the United States, has been growing by leaps and bounds in the last few years.

At Brookdale's operations support center in West Allis, Wis., that growth has meant nearly constant office expansion and reconfiguration. And M&M Office Interiors has accommodated every change, on time and on budget and to exacting specifications.

Pat Sauer, Office Manager, makes sure that everything in the Brookdale operations support facility looks good and works well for the company's needs. She's worked closely with the M&M team to fulfill office space and furniture.

Sauer summed up why she turns to M&M every time: "trust." For a growing company whose needs are a moving target, the confidence that a provider can ace whatever challenges are thrown their way is particularly important.

"I can trust that what I ask for is going to be done correctly, appropriately and in a timely fashion," Sauer said.



FAST RESPONSE TO CHANGING NEEDS

In a relationship that's grown and evolved with its business, Brookdale has relied on M&M for office furniture and design for nearly 12 years. M&M did all the interior design and installation for Brookdale's former corporate facility in Wauwatosa. In 2004, when Brookdale relocated its operations support to Summit Place in West Allis, M&M managed the entire interior project—tearing down modular systems and furniture, reconfiguring pieces for the new office, storing excess furniture and building out the new space.

Since then, Brookdale has undergone several major expansions, moving into a second building, then a third. Now, the company is expanding to a fifth-floor space, where accounting functions will be based. That area will be filled with all new furniture because M&M has already incorporated or sold every piece from the old building—saving time and money for Brookdale in the process.

“M&M has handled all of these expansions with quite a few contractors, and I’ve never met a single installer, designer or anyone else on their team who’s even slightly disagreeable. They pick employees well.”

– Pat Sauer, Office Manager

Sauer said that M&M has consistently demonstrated agility and commitment to service, adjusting schedules as necessary and getting the people at Brookdale what they’ve needed, when they’ve needed it. Just as important as getting the job done right and on time, M&M’s people have been easy to work with all along the way.

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That’s why, when the next expansion begins, Brookdale will once again turn to M&M.

“We’re a challenging customer, constantly changing,” Sauer said. “But M&M always takes care of whatever we need.”

