

The reason for opting for **Touchstone** is as follows

Compared to the Regus Office:

Regus was just too expensive. Comparing like for like it just didn't make any financial sense for us especially as the cost included half price cost per desktop hire for the first 6 months. My concern was that come year 2 we wouldn't get that discount and the uplift would be excessive but even without the discount or the second year concerns it was just too expensive coming in at just over £40,700.00 per year. As the Broadband element wasn't included it would have ramped payments up further... plus it wasn't available until September and we needed to move sooner than that. Michelle did offer to accommodate us and move us again but I didn't want to move twice in a month.

Compared to Concorde House

As you know this was one I was leaning towards. They came out way too expensive to begin with but, even after discounting further, Concorde House still came out at £43,000.00 per annum so the costs again quite hefty. The Broadband was included though and this was a plus and the office was bigger which was the only reason I preferred it... simply for office space.

But as a total side note... and one I think Bernadette needs to be aware of, when Fiona and I arrived to see Concorde House we waited 15 mins to be met and we were on a schedule. I know we arrived late but I did call an hour in advance to advise we would be late. To be then kept waiting a further 15 minutes is not good. As a sales person myself I don't keep people waiting that long. Maybe there was a genuine reason for it but there wasn't to my recollection any apology for keeping me waiting either. The reception area was scruffy, boxes all over the place and didn't give off the best first impression. The only thing I favoured was that the office space was larger which was why compared to Regus, we wouldn't have minded going there instead.

Compared to Starley Way

For it's location and facilities it's not badly priced. I was exceptionally impressed with the fact they reserved a car parking space for me and my name was on the welcome board when I arrived so I can't discredit that. However I think I mentioned 3 or 4 times that the office had to be for 8 people yet my host kept alluding to an office for 6 people. The postal management charge was very excessive especially as they (unlike Concorde and Regus) expect you to collect your own post from a pigeon hole every day. The décor of the office was dated and dark and I just had a sense of depression walking into the building although the reception area was very bright. I really wouldn't expect my guys to work there and stay motivated given the décor of the office it was a little grim.

We opted for Touchstone because the office is well lit, nicely laid out and nicely decorated. It was considerably less expensive but granted, we don't get a meeting room within the office but they do provide us with almost 100 hours of meeting room free and the cost to hire the meeting room outside of that was much more simply explained and competitive. It still worked out more cost effective.

It was a no brainer for us to go with Touchstone. They also allow us to brand our office name within the building. I know Regus allowed this also but at a much higher price!! Also from a touchy feely point of view, when we arrived, they didn't keep me waiting for 15 minutes, and took me into a meeting room which was also occupied by one of their IT personnel who was there ready to answer all of my questions concerning broadband and other technical things. They worked very hard to give me the impression they wanted my business and to that end ensured that I had all my questions answered there and then. They treated me to a lovely presentation of their offices and as a sales person myself I felt they really valued my business. It's so important to get that sense of being valued if you're about to fork out a lot of money for an office and commit to it.

Even if Touchstone were comparable in price I would have opted for them for their sheer openness honesty and complete professionalism alone. Whilst Michelle at Regus didn't keep me waiting 15 minutes and was very efficient, the only downside there was the excessive price even without the meeting room within the office it would have worked out more expensive for us. As it was Touchstone were considerably less expensive and I can see why their office space rarely becomes available.

I'd like to extend my warm thanks for all your help in this matter. My FD has agreed to the lease terms from Touchstone and will be signing it this afternoon. I shall liaise with Touchstone to coordinate a move date. Many thanks indeed.