



nCino HQ Expansion

December 16, 2020

Steelcase®

StorrOffice
ENVIRONMENTS

1. Firm Overview



Our Commitment (1 A.)

Dear nCino Team,

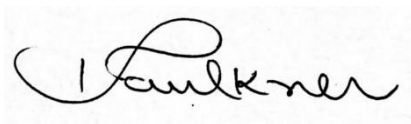
On behalf of the Storr team, thank you for the opportunity to respond to the nCino expansion project RFQ. We are thrilled to collaborate on this exciting project and deliver the optimal solution for your employees.

Storr is committed to helping you achieve your vision for the space by delivering the expertise, products, services, and solutions that meet your needs. We are confident that our team will provide the most cohesive, functional, and cost-effective solution.

Like nCino's mission is to transform the financial services industry through innovation, reputation, and speed, we seek to innovate and provide our customers with the best experience possible. We also admire your service to the community as it matches our purpose of positively impact our customers, team members, and the community.

We are grateful for the opportunity. Please don't hesitate to call if you have any questions.

Sincerely,

A handwritten signature in black ink, appearing to read "Izabella Faulkner".

Izabella Faulkner
Corporate Account Manager
Storr Office Environments

OUTLINE

1. FIRM OVERVIEW

2. PROJECT APPROACH + CAPABILITIES

3. PROPOSED TEAM

4. RELEVANT EXPERIENCE

5. MANUFACTURERS

6. REFERENCES

StorrOffice

ENVIRONMENTS

100+

Years in business

\$70 million

Annual revenue (fiscal 2019)

Premier

Steelcase Partner

2 Offices

HQ in Raleigh + Branch in Triad

50%

Projects installed
outside of Triangle

185+

Team members

1

Single Source Solution



Steelcase

100+

Years in business

#1

In the global market

High Performing

Lowest warranty claims

110,000+

Companies served in last 5 years

Global Reach

15 manufacturing locations

US Based

HQ in Grand Rapids, MI

1 Vendor

50+ partner brands



Creativity + Collaboration + Innovation

Our Purpose:

Everyday...have a positive impact on our Customers, Team Members, and the Community.

Our Culture + Values

- Do what's right
- Do your best
- Treat others as you would like to be treated



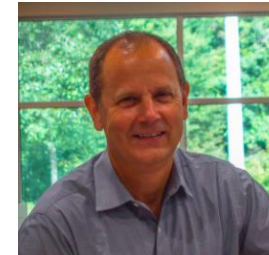
Our History:

For over 100 years, Storr Office Environments has been distinguished in the Raleigh/Greensboro marketplace as the leading resource for your new and used office furniture needs.

Through future planning and market evaluation we add new products and services in direct response to our customers' needs.

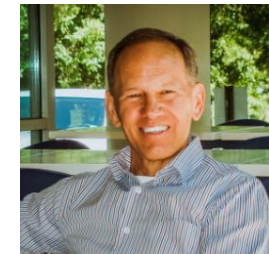
As an authorized Steelcase dealer, we focus on several different industries including corporate, healthcare, education, legal, small business, and government organizations.

Our Leadership



TOM VANDE GUCHTE - CEO

Tom is Storr's CEO and majority owner. His role is to ensure we are focused on providing great customer service and a positive working environment for our team



BOB SCHANZ – PRESIDENT

Bob is Storr's President and co-owner. In his role Bob works with the leadership teams to develop and achieve Storr's annual business objectives.



BECCA HAND - COO

Becca is Storr's Chief Operating Officer. She guides the team on optimal processes to ensure we exceed customers' goals and expectations

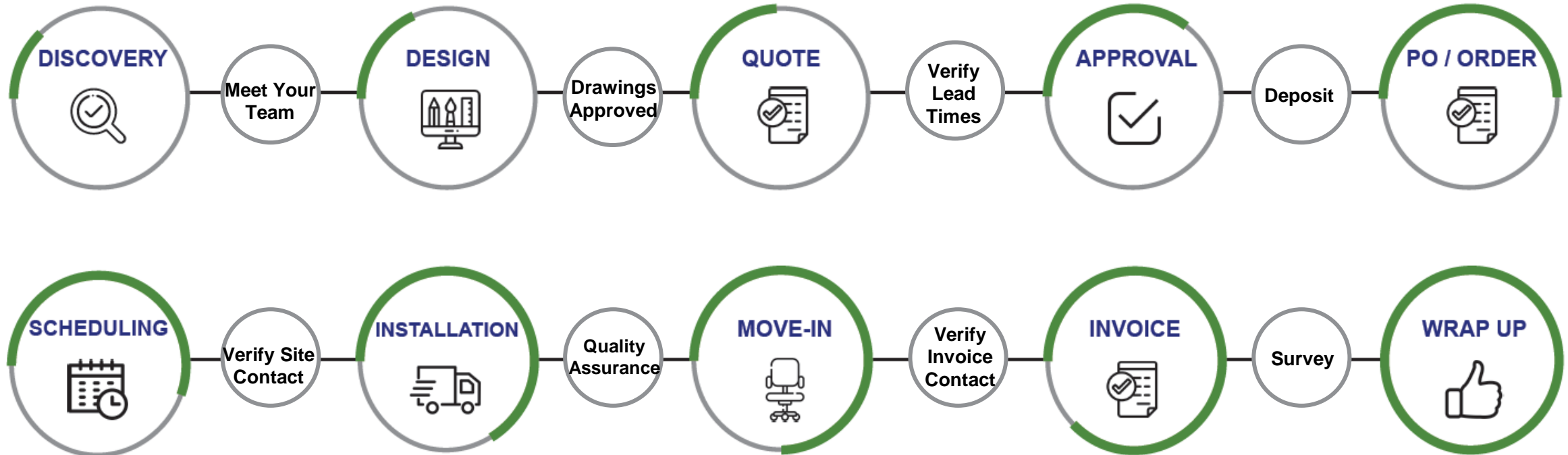
2. Project Approach + Capabilities



Customer Journey + Partnership



At Storr we will leverage our expertise, proven operational processes, and technology to collaborate with nCino, JLL, LS3P to assist nCino in achieving the project goals as outlined in nCino's [Customer Journey below](#):



We pride ourselves on our wide array of services

By providing these services, Storr can be your **single source solution** – saving you both time and money for this project its day 2 services requirements.

We can coordinate services with deliveries for streamlined and efficient project execution. We will also collaborate with LS3P in creating **Virtual Reality and Mockup Experiences** to achieve the design intent.

The value add that these services bring, is unmatched in the area, as is our experience in implementing them.



New Furniture



PreOwned Furniture



Delivery + Installation



VR and Mockup



Project Management



Storr Cleaning + Fogging



Architectural Solutions



Commercial Flooring



Move + Asset Mgmt.



Renewal + Refurbishment



Buybacks + Disposal



Records Management

Local + National Project Support

Storr can execute NCINO's Wilmington, HQ project through our local Raleigh team that has extensive experience serving Carolina coastal region.

Storr supports large companies on projects across the US everyday using trusted installation partners and your local team to service and provide a one point of contact for all your locations.

As nCino expands, Storr can leverage these partner and our network of 750 Steelcase dealers, allowing us to support nCino's future growth anywhere within the US.



Project Management

TEAM:

Storr's has the largest installation team in the market with close to 100 full time employees performing project management, warehousing, delivery, installation, and Day 2 services for our clients.

Dedicated Storr Project Manager work closely with the account manager to plan, schedule and execute the project

Dedicated Storr Project Lead who will be on site every day leading the team of experienced installers. Clients receive daily progress updates

Storr Quality Assurance Manager: we start the punch process on Day 1, inspecting and analyzing all material for minor defects or damages so additional parts can be ordered quickly and installed many times prior to completing the installation.

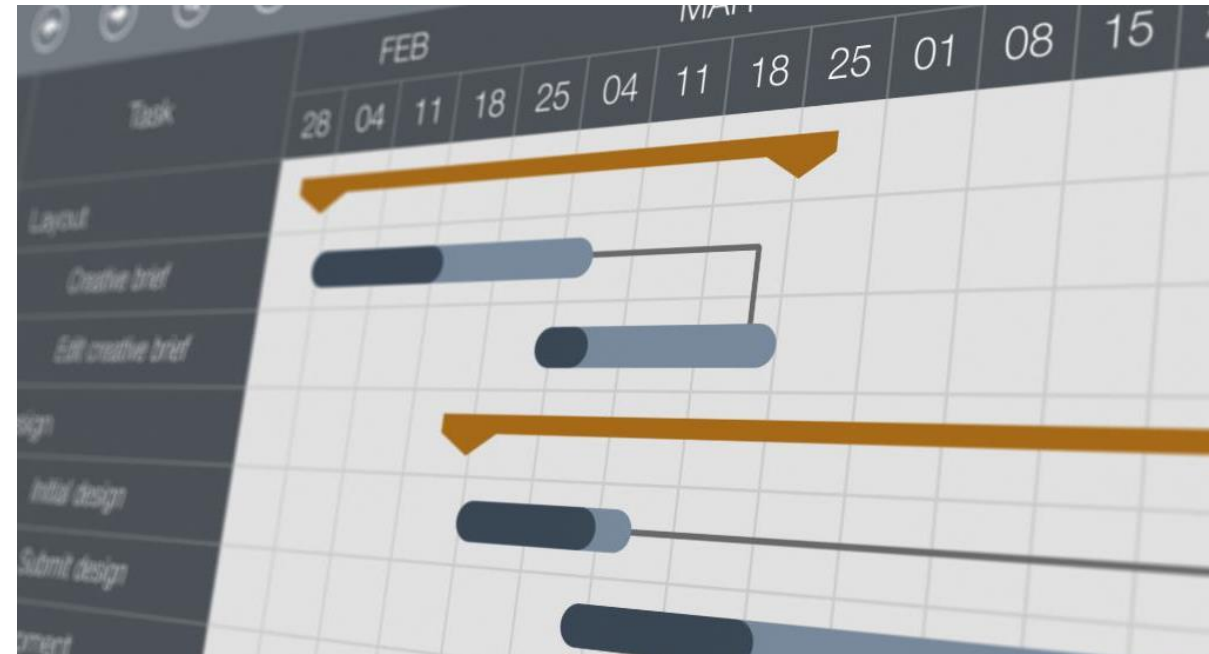
TECHNOLOGY

Procore project management software program that sends real time, detailed progress updates to anyone associated with the project. It is a great communication tool that keeps all stakeholders informed and different trades working together efficiently.

In combination with Steelcase's software called **Hedberg**, we can automate the punch process from the first day on site, allowing us to stay ahead of any challenges during the installation, which reduces punch resolution time post install.

RESULTS:

Year to date we have recorded spec errors of less than .1% on more than \$80 million in revenue.

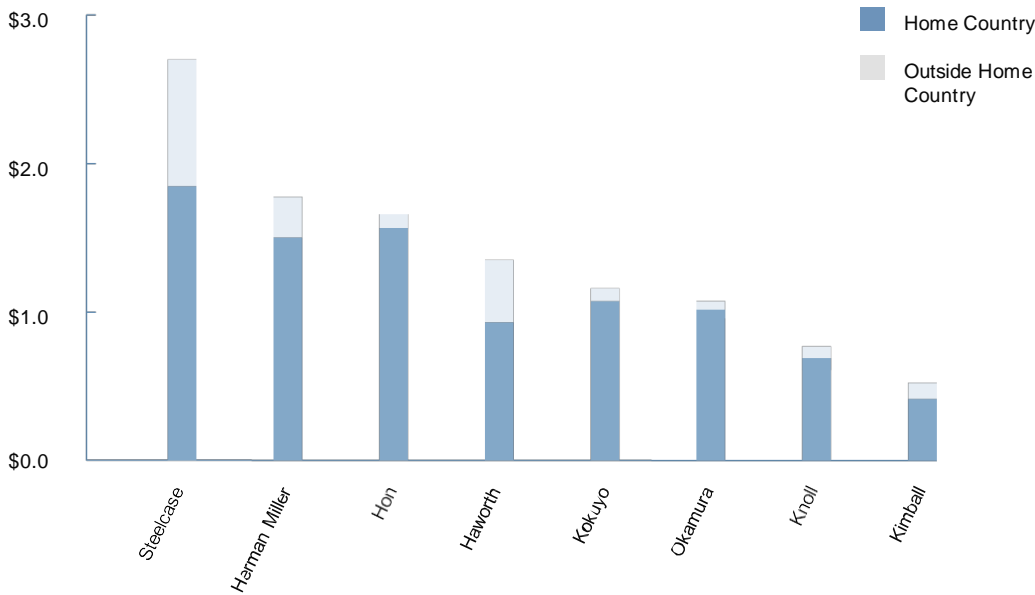


Steelcase Global Capabilities + Storr MSA

Our Global Capability is also our Local Differentiator

When compared to the sales volumes of firms considered to be our competitors, Steelcase’s revenue base demonstrates that we are the global leader in the commercial furniture market and have been for many years. Steelcase’s global reach, extensive service capabilities, and broad product offering have uniquely allowed us to serve large customers with complex needs and bring these capabilities to local markets.

GLOBAL OFFICE FURNITURE MARKET SALES (\$ IN BILLIONS)



Storr’s 30+ MSAs With Our Large Clients

Storr has MSAs with 30 large companies for projects and services within the US including ABB, IBM, SAS, and Red Hat. Storr holds semiannual meetings with these companies to review MSA/SOW expectations so we ensure goals are met.



Steelcase Major Project Services

The Major Project Services Team brings together experienced project leaders, dedicated to managing large, complex installations to ensure that major projects run smoothly.

Together, we can plan a successful, on-time installation and move-in based on NCINO unique project needs.

Throughout the order phase, your Major Project Services project leader is involved by:

- Attending pre-order meetings to discuss timelines and critical action steps
- Organizing the sequence of delivery
- Confirming delivery dates and times agreed upon during the pre-order meetings
- Determining any specific requirements concerning security clearances, trailer sizes and loading dock restrictions

How?

- Real time information provided through SAP to collect, analyze and coordinate all data to develop accurate and flexible schedules, specifications, assignments and other details.
- The result is an efficient, workable plan that meets your project objectives.



Change Management

Steelcase Applied Research and Consulting (A.R.C. team) can help you to embrace new practices to support your change journey with scalable services and custom methods. We focus on the complete work experience including culture, process, tools and space. In addition, the approach is user-centered and helps ensure engagement by considering opportunities to plan, implement and sustain change.

The intent of Change Management is to investigate:

- The evolution in work, workers and workplace that have occurred in recent years and the impact of COVID.
- The range of workplace solutions possible (traditional to cutting edge) and the advantages and disadvantages associated with each.
- Effectively integrating changes in space, behavior and technology to successfully support implementing a high change workplace strategy.
- The associated impact on worker experience, organizational effectiveness and real estate requirements.
- The importance of involving employees appropriately in any strategy development and implementation effort to ensure the best possible solution and business outcome.
- The experience of other organizations (both positive and negative).



JOHN HUGHES

Principal of Applied Research & Consulting (ARC)

Prosci Certified in the US

John has over 25 years of experience helping major clients develop and implement new workplace strategies globally.

He ensures strong alignment around each company's strategy and as a result, employees feel closer to the larger strategic issues, and the physical environment better represents the company's brand and the vision.

3. Your Proposed Team



Main Contacts



IZABELLA FAULKNER
Corporate Account Manager
Storr Office Environments

919.313.3732
ifaulkner@storr.com

Izabella is your Account Manager and main point of contact responsible for proposal details, engagement and project execution. She will work closely with the nCino project team to deliver a quality work environment. Izabella brings 17 years of relevant furniture experience specializing in large clients.

EXPERIENCE: 17 years



DANIELLE RYSER
Workplace Consultant
Steelcase

919.356.8582
dryser@steelcase.com

Danielle is a Workplace Consultant with Steelcase specializing in architecture and design including master planning and FFE packages. Danielle is the conduit that connects A+D firm to dealer/manufacturer. She will provide tools and resources for nCino to ensure your design intent is maintained.

EXPERIENCE 10 years

Support Team



ROB MOORE
Director of Operations
Storr Office Environments

Rob will work closely with and support Izabella to ensure operational excellence for the nCino project County. His responsibilities include project management oversight, operations, warehouse and quality assurance.

EXPERIENCE: 18 years

919.210.4506 rmoore@storr.com



BECCA HAND
Chief Operating Officer
Storr Office Environments

Becca will be nCino's executive leader for this project ensuring that proper resources are assigned to the project, plans are executed, timelines are met, and that you are thrilled with the work performed.

EXPERIENCE: 15 years .

919.313.3786 bhand@storr.com



ASHLEY HALL
Lead Designer
Storr Office Environments

Lauren helps our customers link organizational goals to innovative workplace solutions. She will coordinate all phases of the design process to provide a clear and accurate design solution for nCino.

EXPERIENCE: 7 years

336.217.4520 ahall@storr.com



JOHN HUGHES
Steelcase *Principal of Applied Research & Consulting (ARC)*

John will lead our user-centric approach to Change Management. He has extensive expertise in leading strategic change for national and global organizations.

EXPERIENCE: 25 years

616.291.9939 jhughes@steelcase.com

INSTALLATION TEAM

Please note Storr takes 100% responsibility for the timely, accurate, and safe completion of this project. We do not subcontract any completion responsibilities to another firm. Storr performs all delivery and installation with our crew of 50 full-time employees. If needed, Storr will use a vetted minority-owned labor firm to supplement our crew.

4. Relevant Experience



Project Examples Credit Suisse + ABB

Team Leads for both projects below



DANIELLE RYSER
Workplace Consultant



ROB MOORE
Director of Operations



SCOPE OF WORK:

- 2,500 employees
- Two buildings (400,000 sq ft total for both buildings)
- Eight phases total
- Raleigh, NC

SINGLE SOURCE SOLUTION

- Furniture Decommissioning
- Additional Storage Capacity (12 months)
- New Furniture (99% Steelcase)
- Delivery and Installation
- Move Coordination
- Commercial Flooring
- Project Management

BUDGET: \$9 Million total \$22.50 per square foot



SCOPE OF WORK:

- 1,750+ employees
- Project spread across multiple cities including:
 - Miami, FL
 - San Jose, CA
 - Washington, DC
 - South Boston, VA
 - Princeton, NJ
 - Bloomfield, CT
 - Mount Pleasant, PA
 - Baton Rouge, LA
 - Raleigh, NC
 - Warminster, PA
 - Danbury, CT
 - Miramar, FL
 - Beachwood, OH
 - Irving, TX

SINGLE SOURCE SOLUTION

- Design
- Space Planning
- Furniture Selection
- Project Management
- Delivery + Installation
- Move Coordination
- Worktools

BUDGET: Ongoing ~\$4-5 million per year

Project Examples Collectis + Spreadly

Team Leads for both projects below



DANIELLE RYSER
Workplace Consultant



ROB MOORE
Director of Operations



IZABELLA FAULKNER
Account Manager



SCOPE OF WORK:

- 1 building + specialty lab space
- 82,000 sq ft
- 3 phases total
- Raleigh, NC

SINGLE SOURCE SOLUTION

- Furniture Decommissioning
- New and Rental Furniture
- Delivery and Installation
- Move Coordination
- Commercial Flooring
- Signage
- Architectural Solutions
- Project Management

BUDGET: \$1.9 Million \$23 per square foot



SCOPE OF WORK:

- 110 employees
- 3 phases total
- Raleigh NC

SINGLE SOURCE SOLUTION

- New Furniture
- Design
- Space Planning
- Delivery and Installation
- Project Management

BUDGET: \$600,000 \$22 per square foot

5. Manufacturers



Storr + Steelcase Manufacturers

Steelcase's Partner portfolio offer the **widest range of product choices for systems furniture ancillary and case goods** with the benefit of streamline distribution and volume discounting.

Steelcase
coalesse
turnstone
DESIGNTEX
PolyVision
Smith System
orangebox
AMQ

arzu
STUDIO HOPE

Bolia.com

BLU
DOT

emu

CARL HANSEN & SØN
PASSIONATE CRAFTSMANSHIP

extremis

FLOS

Mitchell Gold
+Bob Williams

sagegreenlife

viccarbe

Microsoft

SnapCab
Paneling Systems Simplified

west elm

uhuru

nanimarquina

m o o o i

m o o o i carpets

Storr Manufacturers

Storr partners with more than
**150 manufacturing partners systems
furniture ancillary and case goods** which
allows us to meet all design intents and
budgets for every customer.



NATIONAL[®]

B E R N H A R D T



Indiana[®]
FURNITURE

SitOnIt • Seating[®]



9to5
s e a t i n g



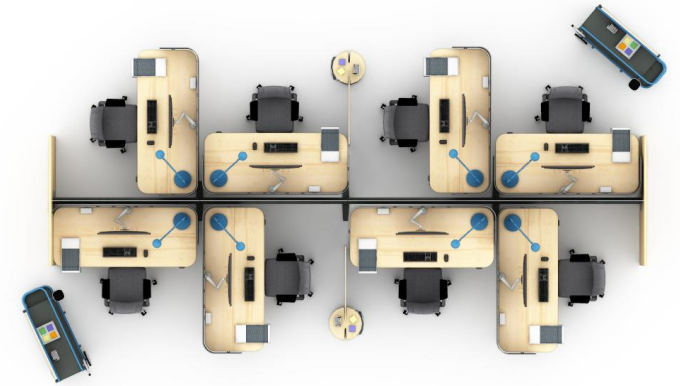
Trendway >

+ many more

Storr + Steelcase Manufacturers

Flex 6x6 Workstation

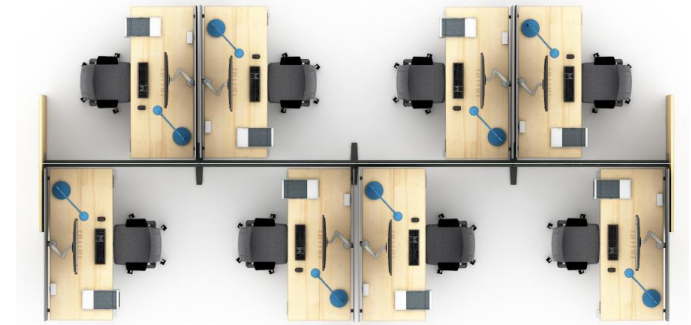
- Workstations and panels all fall within nCinos budget of \$1,800 to \$3,200.
- Seating can range from an additional \$250 - \$600.
- We can provide many different solutions, in addition to these, that fall within the nCino budget.



Storr + Steelcase Manufacturers

Migration SE 6x6 Workstation

- Workstations and panels all fall within nCinos budget of \$1,800 to \$3,200.
- Seating can range from an additional \$250 - \$600.
- We can provide many different solutions, in addition to these, that fall within the nCino budget.



Steelcase Gesture

\$640



Gesture supports the greatest range of postures in three ways: through the back, the seat and the arms. With 3D LiveBack, Gesture mimics the natural motion of the spine contouring to the user, creating the deepest recline.

Visit: storr.com/ncino to watch a video on the Steelcase Gesture chair

Steelcase Think

\$480



The Integrated LiveBack™ System of the Think chair conforms to your body and moves with you as you change postures. It features an advanced weight-activated seat, so anybody can get comfortable, quickly.

Visit: storr.com/ncino to watch a video on the Steelcase Think chair

Steelcase Amia Air

\$380



Whether it's the conference room, a personal workstation, or the home office, the versatile design of the Amia office chair fits into any work environment. Amia is a hardworking task chair designed to handle long hours of serious sitting.

Visit: storr.com/ncino to watch a video on the Steelcase AMIA chair

Storr can deliver multiple chair samples to Wilmington with 2 days notice

Manufacturing Lead Times

Typical product lead times range from 3-6 weeks depending on options selected. Storr will verify that the selected manufacturers meet your project timelines. Our process is to reserve manufacturing space for large projects to ensure there are no shipping delays.

The Steelcase Major Project Services Team brings together experienced project leaders, dedicated to managing large, complex installations to ensure that these projects run smoothly. They partner with our order fulfillment team to plan a successful, on-time installation and move-in based on NCINO unique project needs.

Steelcase is currently operating under standard lead times with no delays due to COVID-19. Steelcase and Storr have essential business credentials that allow us to continue operations amid lockdowns. Storr commits to working with all manufactures to address any issues and offer solutions, including temporary furniture solutions, to maintain deadlines. Storr installation has been working at 100% capacity through the pandemic by utilizing PPE and other safety measures to keep crew and customers safe.

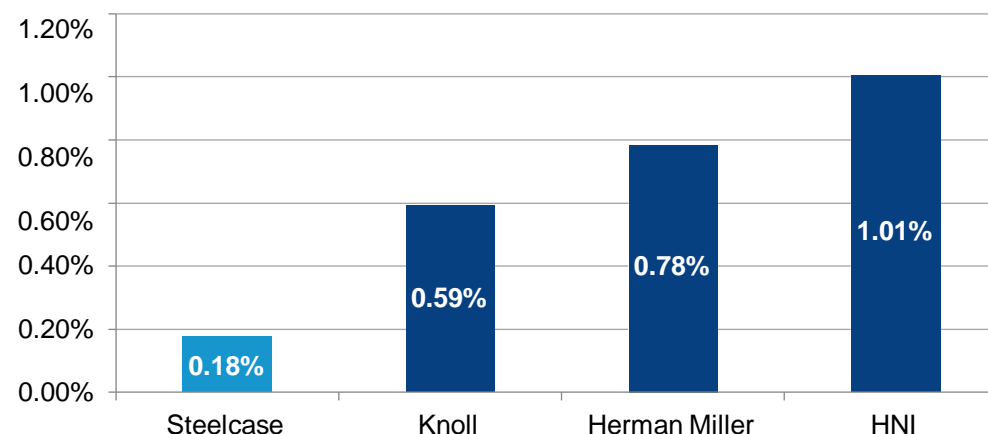


Non-Obsolescence and Lifetime Warranty

Steelcase Limited Lifetime Warranty

- **Steelcase's Limited Lifetime Warranty is the strongest warranty in the industry — that you may never need.**
- Steelcase products are backed by the strongest warranty in the industry. And with the industry's lowest warranty ratio too (0.18%) — performance speaks for itself.
- The quality and durability of our products is demonstrated in lower warranty expenses per sales dollar, compared to that of our competitors. Steelcase warranty also covers both parts and labor. In the graph at right, you can see how our warranty compares to those of our competitors.
- What is a warranty ratio, you ask?
The annual cost of service part replacements divided by sales.

2019 WARRANTY RATIO: GLOBAL



Methodology: warranty ratio = annual warranty accrual / annual sales revenue. This slide uses accrual data, which more accurately reflects activity from the most current period than settlement data.

Sources: Steelcase 2/22/2019 Annual Report, Knoll 12/31/2018 Annual Report, Herman Miller 6/1/2019 Annual Report, HNI 12/29/2018 Annual Report, Updated January 2020

6. References





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Joe Gioffre

Real Estate Controller, US

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Thank you



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ENVIRONMENTS