



DESIGNER/SUPPLIER CASE STUDY

Why design firm Design South uses South Cypress as their flooring supplier.



Samples made easy!

Designers at Design South don't work from a central office; therefore, the designers don't have a shared sample library. Samples are ordered on a job by job basis. The easy to use southcypress.com allows designers to quickly select specific looks and receive free samples in 1-2 days.



Awesome sales reps

South Cypress train sales reps to quickly respond to questions and proactively provide solutions. Design South's designers are comfortable with specifying South Cypress products because they know we'll help them with time crunches, delays, and last minute changes.



Lead time comm.

Design South's designers appreciate South Cypress's ability to work with contractors and installers on lead times. When a product is specified, that doesn't mean South Cypress reps takes their foot off the pedal. Our sales reps make sure that you and your contractor are fully informed.



"Day to day, depending on what job phase I'm in, I might be pulling samples or handling construction administration questions...throughout that entire process, it's really valuable that I have a sales rep who I can contact. South Cypress gives a personal experience and one-on-one customer experience. I know I can pick up the phone and call and get a response fast."

LAUREN FINCH

Designer - Design South



"My rep is super proactive. When we found out about a hardwood material delay, instead of just emailing me the news, he sent me four other options in stock, that would hit the job site on time, that were actually good alternates. I really appreciated that he paid attention to the details of the product (multi-width). He made my life easier. I didn't have to do my own research. He made an hour long process last 5 minutes."

ABIGAL SKOP

Designer - Design South