

2020 Office Customer Spotlight: Ann Sullivan from drb Business Interiors



2020 Customer Spotlight

Ann Sullivan, winner of the 2020 Office Inspiration Awards, has over 15 years' experience in commercial and residential product selection, specification writing, contract design, retail design and custom furniture.

In the last 7 years, she has worked solely in the commercial contract furniture industry and has an in-depth understanding of the design process from start to finish. Ann holds a bachelor's degree in Interior Design from the Sage College of Albany and resides locally in the Ballston Lake area. In her pastime, she enjoys being team coordinator for a 6u baseball recreation league, kayaking, and spending time with her family. Ann is extremely creative and passionate about the work she produces, solving space complexities and producing client-specific custom designs.

Question & Answer Session

When did you start using 2020 Visual Impression and what were some of your reasons for choosing that software?

I started using 2020 Visual Impression 3 years ago. It works perfectly with 2020 Cap and was available for me to use as part of the design package my employer provided.

What are some of the most helpful features you use in 2020 Visual Impression and why?

Adding finishes manually is a great tool as not all manufacturers provide every finish possible. I can upload these from their website and create true renderings based on real finishes.

What has been your experience working with 2020?

Any time I have needed to call tech support, my issue has been resolved on the spot. I attended a 2020 Visual Impression training class a couple of years ago which was really informative. Shortcuts and presentation tools were my biggest takeaways that day.

What was the inspiration behind the design you submitted for the 2020 Office contest?

A local client of ours was looking at a new building location and wanted something new and fresh, modern and useful. Knoll's Creative Wall was my inspiration for their wide open space.

Describe your creative process. What questions do you ask your clients? Where do you get your inspirations from?

I start with letting people tell me why they are looking at new furniture. I ask what their struggles are, what they like and don't like in how they currently work. I ask for a wish list and what is most important. After looking through some inspirational catalogs and getting an idea of budget, I have a good start on a design concept. My inspiration comes from the personality of the people I meet. I research products I think will be a great match for them and go for it!

What is your favorite style of office to design?

Break areas and shared meeting spaces are my favorite.

What are some of your favorite manufacturer catalogs to use in your design projects?

In general, I love Knoll, Kimball and National products.

What guidance would you provide to any designer who is considering 3D CAD tools for office design?

If you're rendering a furniture concept in 3D for your customer and you're not sure what finishes to show, it's sometimes better to render in all white and shades of grey. Sometimes adding colors and finishes can be assuming and take away from the imagination of your customer.

What do you predict for office design trends in the future?

There are fully mobile workstations that can be rolled in and out of the way. Perhaps workstations that attach to the ceiling and drop down by remote control? You never know...



About the Designer

Ann Sullivan
drb Business Interiors

Favorite design style:
Rustic Modern

Favorite paint color:
Greys

Favorite industry site/blog:
Houzz

Favorite book:
The Twilight Saga

Favorite designer:
Joanna Gaines

Quote that inspires you:
"Good things come to people who wait, but better things come to those who go out and get them." - Anonymous