

# A wise investment.

## Cleaning up a financial institution.

### The Situation

More and more Staples Business Advantage® customers are discovering new value from their relationship with Staples, including one of the country's largest financial institutions. After a decade as an office supply and promotional products customer, Strategic Account Manager Les Levy and Account Manager Maria Rosso seized the opportunity to discuss the Sustainable Earth by Staples™ program.

The facilities program for the customer was handled by its building management company, so Staples® Facilities Specialist Denise Lockie embarked on a process to fully understand the opportunities and challenges. She surveyed the cleaning staff, observed its operations, reviewed inventory and purchasing procedures, and evaluated the products

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Strategic Account Manager  
Staples Business Advantage

currently being used. The Staples Business Advantage team created detailed recommendations for changing dispensers and chemicals, as well as improving the ordering processes.

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# STAPLES

## Business Advantage®

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### The Solution

After several management changes and months of discussion, Staples Business Advantage was awarded the facilities program for the financial institution's largest building, which houses 4,000 employees in New York City. A driving force in the product selection was the need to help the customer with its LEED certification process by using environmentally sound paper and cleaning products.

The Staples Business Advantage program began with the installation of new dispensers for paper and soap at no cost to the customer. The Staples team recommended a foaming soap versus liquid soap for the restrooms as it cleans better, is more sanitary and has a lower cost of use. Towels and tissues were from the Sustainable Earth by Staples line, with benefits ranging from less waste during dispensing to less waste in the product packaging.

Equally important was the new ordering and tracking processes enabled by the Staples Business Advantage program. Cleaning products and paper were previously purchased by the property management's cleaning company with paper invoices submitted to the customer for reimbursement. The Staples Business Advantage team set up the new ordering system so the cleaning services firm could still do the ordering on behalf of the customer through StaplesAdvantage.com®.

"For the first time our customer was able to get their arms around this significant spend," explained Levy. "They now see management reports and receive one bill that's combined with their office supplies purchases."

### The Results

The end result has been a net savings to the customer, a streamlined ordering process and a product line that is environmentally sound. The existing relationship with this large financial institution and the support of the customer's procurement team opened the door to an aspect of the business that some may have thought was too localized to benefit from the Staples Business Advantage program. In the end, the solution enabled the current cleaning services company to do its job while streamlining the process.

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The Staples Business Advantage team is confident the customer will extend the facilities program to other large sites throughout the country.

"Now that we've established credibility in non-office supplies areas, we have begun discussions about even more solutions we can provide," Levy said. Vendor consolidation is a key benefit more and more customers are exploring with Staples Business Advantage — and Staples Business Advantage's team of specialists are poised to step in when doors are opened to provide a true win-win.

**To learn more, please visit [StaplesAdvantage.com](http://StaplesAdvantage.com).**

