

# Doing more with less.

## Garden City Hospital and Staples Business Advantage®.

When you partner with Staples Business Advantage, you get a team that is responsive, proactive, innovative and dedicated to providing the best possible service. Whether you want to consolidate vendors, drive down procurement costs or implement eco-conscious business practices, our expertise will support your organization's initiatives.

Sustainable Earth by Staples® exclusive line of commercial cleaning products allows organizations to reduce harsh chemicals in the office environment, without sacrificing quality of performance. The products meet the highest standards for health and safety and are designed to meet customers' facility needs simply and effectively.

Following is an example of how one healthcare customer relies on Staples Business Advantage for all of its janitorial and cleaning supplies, benefitting from immediate cost savings, improved product quality, reduced product waste and more safe, eco-conscious solutions.

### The Company

Garden City Hospital is a leading community hospital located on the outskirts of Detroit. Committed to providing top-quality care for its patients, this state-of-the-art medical facility has 323 licensed beds and more than 350 physicians across 47 specialty areas.

### The Challenge

While pleased with its incumbent janitorial and cleaning supplies vendor, Garden City Hospital wanted to conduct due diligence to ensure that the organization was receiving the most cost-efficient and high-performing products. In addition to cost savings, the hospital was looking for more shipment and delivery flexibility, an easy-to-use online ordering system and environmentally friendly cleaning solutions. After careful consideration, hospital administrators decided to investigate additional vendors and solutions and put its business out for bid.

**“We'll be the first to admit that we were hesitant to change vendors and move to a new brand of cleaning supplies. But Staples so clearly demonstrated the performance, cost and environmental benefits of its solutions, it was impossible to say no.”**

Julie Carrigan  
Director of Food & Nutrition Services, Environmental Services,  
Community Services and Diabetic Education  
Garden City Hospital

### The Solution

Staples participated in the bidding process and impressed Garden City Hospital's staff with its wide variety of products (many of which are designed to have a reduced effect on the environment), its ability to reduce the hospital's spend on cleaning supplies by a substantial margin, its online ordering system and its proven commitment to customer service.

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Garden City Hospital wanted to see first-hand how the products performed in a real-world setting and Staples demonstrated several solutions in patient bathrooms, showcasing the ease of dilution, cleaning power and low chemical odors. The hospital's staff previously used heavily concentrated products whose colors identified their purpose — blue was the glass cleaner, yellow was the general cleaner, and so forth. As a result, the staff was initially skeptical about the effectiveness of Sustainable Earth by Staples® line as many of the products are clear, colorless liquids.

Garden City Hospital ultimately partnered with Staples Business Advantage due to the products' low price points and high quality; the ability for the Sustainable Earth line to support the hospital's move to a greener footprint; the responsive Staples Business Advantage team and the Staples Business Advantage online ordering system, which enabled staff to order products as needed with fast, free delivery.

**“Understanding that education and training are necessary support services has ensured the successful adoption of Staples products within our hospital. The service that we received during the evaluation process gave the company a big advantage and Staples continues to demonstrate that commitment day in and day out. Staples is an extension of our internal team and the company has delivered on all of its promises.”**

Julie Carrigan  
Director Food & Nutrition Services, Environmental Services,  
Community Services and Diabetic Education  
Garden City Hospital

## The Results

The Staples Business Advantage team kicked off the engagement with on-site training on proper product dilution and use. Training now occurs regularly as new janitorial staff are brought on board. Once Garden City Hospital was up and running, the Staples team visited the hospital at least once per week to ensure the products were working as needed and to answer any outstanding questions.

As a result of transitioning to Staples Business Advantage, Garden City Hospital has reduced its janitorial supply costs by 12 percent. In addition, the hospital has benefitted from the high dilution rates of the Sustainable Earth products, enabling its staff to clean more with less. Staples also supported the hospital's move to more eco-conscious solutions, providing its janitorial staff with cleaning supplies that are free of dyes and hazardous solvents that not only boost efficiencies, but are safer for the environment and for human health.

## The Future

“Staples is our go-to vendor for whatever we need to keep clean, from mirrors to hallways to sinks,” said Julie Carrigan, Director Food & Nutrition Services, Environmental Services, Community Services and Diabetic Education with Garden City Hospital. “It just comes down to whatever we need, whenever we need it, Staples is there.”

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