

State of the art.

A streamlined program for an electronics retailer.

The Situation

A national electronics retailer moved its office supplies business to Staples Business Advantage® and after getting to know the customer's needs, Staples® Account Manager Gail Effron learned that the chain was purchasing janitorial cleaning supplies from multiple vendors, often times sending employees to the corner store. The Staples Business Advantage team stepped in to demonstrate how facilities solutions could create a turnkey solution that would save the customer both time and money.

The Solution

Staples Facilities Specialist Matt Meibauer worked with the customer to identify 280 facilities SKUs being purchased and set out to consolidate that list down to 60 SKUs, covering essential products like soap, paper, mops, chemicals and more.

He worked with the customer to select a portfolio of products that included both new and existing solutions. New products included Georgia-Pacific® hands-free paper dispensers, Sustainable Earth by Staples® cleaning products and Staples® foam soap. The SKUs were added to the customer's account for a turnkey day-to-day ordering solution for existing stores.

New store openings required a different approach. With 2–5 new stores opening per month, the Staples Business Advantage team worked with the customer to create a new store facilities kit that came on a pallet with everything from mops and brooms to chemicals and paper products. Due to the rigorous new store opening process, it was critical that the pallet delivery arrive on a specific day for each store. Meibauer and Effron worked closely with fulfillment to create systems to achieve this goal.

“SKU consolidation is the first critical step to saving time and money. We needed to build a concise shopping list that still addressed the customer's needs.”

Matt Meibauer
Facilities Specialist
Staples Business Advantage

The Results

“Our ability to step in and help our existing customers get a handle on facilities supplies spending has been a phenomenal example of cross-functional teamwork at Staples Business Advantage,” Effron explained. “We really do make it easy.”

Effron and Meibauer continue to work together on further consolidation of the facilities supplies list for improved costs and efficiencies. They are also educating the national electronics retailer on the benefits of moving towards dilution centers versus ready-to-use cleaners.

Staples Business Advantage looks forward to serving this high-growth national retailer with turnkey solutions for both new and existing stores.



To learn more, please visit StaplesAdvantage.com.