



# A Closer Look.

## At our Case Studies.

**Client:**  
Birmingham City Council

**Market Sector:**  
Public Sector

*“Successfully implementing the Council’s account, Staples Advantage project-managed the supply to our schools – they truly embraced public sector culture and positively contributed to the Council’s long term objectives.”*

Trevor Evans,  
**Contracts Manager**

Staples Advantage Helps Birmingham City Council Rationalise it’s Supplier Base

**The Challenge:**

- Consolidate supplier base
- Reduce hidden back office costs
- Introduce price stability & implement real purchasing savings
- Increase understanding of internal organisations
- Integrate with proprietary eProcurement system

**The Result:**

- Established a cost reduction programme
- Integrated systems seamlessly
- Contributed positively to the Council’s long-term objectives
- Implemented real purchasing savings

**The Client:**

Birmingham City Council (BCC) is the largest council in Europe, employing 26,000 people in the greater Birmingham area. Not only has the Council expanded at a rapid rate in the last few years, due to government legislation, it has integrated some of its purchasing activities with 450 local schools.



# A Closer Look

Birmingham City Council



## The Need:

BCC sourced its office supplies and computer consumables through a number of suppliers, thus increasing the hidden 'back office' costs of buying items through an number of vendors. The Council produces an annual paper catalogue, enabling easier visibility of the range of items and breadth of suppliers, to council departments. It needed a supplier who could commit to BCC's production schedule.

BCC also suffered from a lack of understanding of its organisational needs and support from some suppliers, which periodically resulted in the account being put 'on stop' and not being able to order urgent supplies.

Another key factor in the decision to change was compatibility with BCC's eProcurement system 'GLAMIS.' It was imperative that data could be seamlessly transferred, interpreted and processed in a timely manner.

## The Solution:

By offering a one-stop-shop, Staples Advantage was able to consolidate the number of vendors BCC relied upon for their office supplies and computer consumables. This enabled easier control of spending and for a daily electronic invoice to be issued and settled. By doing this, BCC was able to reduce the hidden 'back office' costs in order processing and improve employee productivity.

To ensure system integration with the numerous systems Staples Advantage customers employ across the globe, Staples Advantage continues to invest heavily in this important area. Staples Advantage's eCommerce team, who are experienced dealing with such large organisations' computer systems, enabled a smooth transfer of all data, including bespoke BCC product codes from the 'GLAMIS' system, therefore ensuring a smooth implementation process.

Staples Advantage agreed a pricing structure with BCC, which not only was safeguarded for a 12 month period, but due to the consolidating of purchasing power, showed a real cost saving of nearly £1m over the life of the contract. Staples Advantage worked with BCC's catalogue production team to deliver catalogue content and artwork in the required time-frame ensuring it went to press on time.

Throughout the change over, which was completed in record time, service levels, especially to the 450 schools, improved and customer satisfaction remained extremely high. The relationship goes from strength to strength and Staples Advantage and BCC continue to develop strategies to meet government targets and initiatives, improved contract support and environmental policies.



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