



A Closer Look.

At our Case Studies.

Client:
Capital One

Market Sector:
Financial Services

“Staples Advantage has successfully integrated into Capital One’s culture and embraced the company’s dynamic business philosophy, positively contributing to Dalkia’s Facilities Management solution.”

Gill Weekes,
Finance & Systems Analyst

Staples Advantage Keeps Pace with Capital One’s Rapid Expansion

The Challenge:

- Keep pace with rapid expansion
- Consolidate purchasing & enhancing pricing
- Improve account management

The Result:

- Account management addressed
- Pricing revisited
- Proactive solutions suggested
- Hidden administrative costs reduced

The Client:

Employing 14,000 people worldwide, the Capital One Group is one of the world’s top credit card issuers. It manages \$84 billion worth of loans and has a customer base in excess of 49 million users.

Working in conjunction with Capital One’s Facilities Management company, Dalkia, Staples Advantage has forged a unique partnership with the credit card giant.



A Closer Look

Capital One

Capital One

The Need:

Capital One's incumbent office products supplier was not able to keep pace with the rapid expansion taking place within the organisation, and struggled to maintain the account's high service level requirements.

Alongside uncompetitive pricing, the day-to-day management of the account was also in a position which needed to be addressed to ensure a rapid response to any questions or queries. Any new supplier needed to overcome these issues and ensure any changes fit into the complex structure between Capital One and its' Facilities Management company, Dalkia.

The Solution:

Utilising its advanced Internet technology and logistics processes, Staples Advantage was able to create multiple buying points within the customer set-up, which enabled office supplies to be ordered and delivered to the correct internal 'hub'. If you imagine a building consisting of nine stories, all of which are open-plan, this is no small achievement.

The account management structure was also addressed and improved upon, and Capital One and Dalkia were allocated their own dedicated Customer Service helpdesk and Account Manager. An induction process for buying point staff was introduced, which increased their understanding of the ordering process, and because of these changes, service levels increased rapidly.

Customer pricing was revisited and with its global purchasing capabilities, Staples Advantage was able to implement a cost reduction process, which had an immediate effect on the bottom-line.

Staples Advantage is also proactive in involving its diverse supplier base with the customer. Industry experts can monitor, suggest and supply improved business practices and machinery, which enable productivity increases and improved running costs, such as replacing personal laminators and shredders with high capacity laminators and large volume shredders.

Finally, Staples Advantage compiles all the daily orders and sends out a single monthly consolidated invoice, reducing the hidden administrative costs involved in running a business, and easing cash-flow management.

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