



# A Closer Look.

## At our Case Studies.

**Client:**

Siemens UK

**Market Sector:**

Services & Solutions

*“Staples Advantage is an integral part of Siemens procurement process. With dedicated account management and a joint communications strategy, we have a proven partnership striving for continual improvement, savings and success.”*

Wayne Warburton,  
**Purchasing Manager**

Dedicated Account Management and Partnership Prove Successful with Staples Advantage and Siemens

**The Challenge:**

- Enhance reporting to include all operating divisions
- Implement a management information review
- Establish dedicated account management
- Create a supplier development plan
- Continue to drive mutual savings

**The Result:**

- Implemented dedicated account management
- Created reporting to include 30+ operating divisions
- Holding quarterly meetings to review management information
- Monthly suggestions evaluated with SAVEA tool
- Partnered for success

**The Client:**

Siemens was established in the United Kingdom 163 years ago. The company employs more than 21,000 people in the UK, including about 5,000 in the manufacturing sector. With revenues of £3 billion, including exports of £500 million, Siemens provides innovative, high-quality services and solutions to customers in a diverse range of industry sectors, including power, automation and control, information and communication, medical, transportation, lighting, and household.



# A Closer Look

Siemens

# SIEMENS

## The Need:

Siemens Strategic Procurement and Logistics Department manages all of the non-core purchasing for Siemens UK operational divisions. An office products supplier was needed not only to provide a quality and competitive offering but one that could effectively integrate its 30+ operating divisions into the agreement and provide management information reports/ savings data in the agreed format.

Due to its diversity of divisions and locations Siemens required dedicated account management, knowledge of the company structure and an engaged partner to ensure mutual success.

## The Solution:

Staples Advantage and Siemens quickly decided a completely different process was needed to develop the relationship. With dedicated account management in place, Staples Advantage could focus on putting together management information that would work best for Siemens and its operating divisions.

Staples Advantage held a quarterly review meeting to evaluate the business with Strategic Procurement and Logistics. Staples Advantage and Strategic Procurement and Logistics developed a clear and joint overall strategy for disseminating the information to the operating divisions. Staples Advantage then held quarterly review meetings with the key operating divisions to communicate Siemens information as well as management information on their specific division in terms of Staples Advantage.

Siemens evaluates Staples Advantage and all its preferred suppliers annually using a supplier evaluation system and a joint development plan is produced. The results are a proven partnership between the two companies striving for continual improvements and successes.

In addition, Strategic Procurement and Logistics has rolled out an "ideas tool" called SAVEA. Suppliers are encouraged and targeted on an agreed number of suggestions to drive mutual savings. Staples Advantage analyses Siemens buying and makes suggestions through SAVEA for continual supplier development. For example, Siemens may acquire a new division and Staples Advantage will perform an analysis and recommend some cost savings measures for Siemens review.

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