

Spectrum Stores Saves with Corporate Express Facility Supplies



Customer Situation

With rising gas prices and increasing competition within the convenience store industry, retailers today must find ways to differentiate themselves in the market. When Corporate Express was asked to deliver a presentation and proposal to Spectrum Stores Inc., Corporate Express knew it had to deliver cost savings, quality products, exceptional customer service, and significant value.

Spectrum Stores Inc. is part of Share and Compare, a buying group for the convenience store industry. Spectrum owns approximately 100 stores throughout Georgia and Alabama and achieved over \$300 million in sales for 2003. Spectrum strives to satisfy their customers by providing fast, friendly service and value priced quality products in clean, safe stores. Spectrum's goal is to be the superior convenience and gas store retailer in their markets.

Corporate Express, Inc., is one of the world's largest business-to-business suppliers of essential office and computer products and services with 2004 sales of approximately \$4.5 billion in North America.

The company is an expert in procurement solutions and supply chain management. In the past few years, Corporate Express has transferred their procurement expertise to the facility supplies business.

Corporate Express' facilities business focuses on competitive pricing, quality products that provide value to a customer's end users, and a national distribution platform with local customer service and inventory. With similar ideas on what a vendor should provide, Corporate Express was a perfect match for Spectrum Stores. To see more on how Corporate Express addressed the needs of Spectrum Stores, see the reverse side.





The Problem

In June 2004, Loring Perez, CFO of Spectrum Stores, went to a Share and Compare Company Group meeting and was impressed by a Corporate Express presentation on the significant cost savings that Corporate Express was able to bring to Share and Compare. Mr. Perez requested his assistant do a cost comparison of their current products vendors and immediately saw a savings in facility and office supplies. She set up a meeting to explore the cost-savings that Corporate Express could bring to Spectrum Stores.

During Corporate Express' first meeting with Spectrum, Account Manager Martha Champie presented various Corporate Express business lines to CFO Loring Perez. Mr. Perez immediately recognized the significant cost savings and value that Corporate Express could bring to Spectrum Stores. Within 60 days of winning the office products business, Spectrum Stores began to look at Corporate Express to fulfill their facility supplies needs as well.

To gain a better idea of Spectrum Stores' facility requirements, Facility Supply Manager Jim Ammons requested a tour of some Spectrum Stores' locations. The company was not only impressed with Corporate Express' broad facility supply offering, but also with Ammons' interest in the operations and layout of their stores. Ammons was able to suggest cost-saving facility items not available from their current facility supplier.

The Result

Corporate Express was awarded the facilities business in the fall of 2004. Within the first few months of 2005, Corporate Express provided nearly \$100,000 worth of product to Spectrum Stores.

"Like Corporate Express, Spectrum Stores values the importance of associate and customer satisfaction," said Ammons. "With those values in mind, we were able to meet many of Spectrum Stores' sourcing needs without compromising the level of quality that customers, associates and partners have come to expect from them."

Corporate Express is continually looking for product innovations and new ways to save money for Spectrum Stores. "We have worked closely with Corporate Express to convert as many items as possible to products offered by Corporate Express," said Jean Wallis of Spectrum Stores. "We have been able to obtain significant cost savings in office, facility, linens and cleaning supplies."

Account Manager Martha Champie provided various options and solutions for Spectrum stores. "We just introduced the Rochester Midland SNAP unit and it is now being used in all stores," said Champie. "The customer was using a competitive service system provider for supplies and cleaning but is now using us. The customer has also left their linen supplier and now uses disposable towels in all stores," stated Champie.

To find out how we can deliver for you, visit us at www.eway.com or call **1.888.CE TODAY (1.888.238.6329)**.