



# Cleaning up complexity.

## The company

It's the work we don't see that helps keep business ticking over. That's where Spotless comes in. Spotless provides integrated facilities management services in a diverse range of environments across Australia and New Zealand. Their workforce of more than 33,000 people can be found behind the scenes on any given day, from airline lounges, to major sporting venues and city offices.

Spotless offers businesses increased efficiency through more than 100 support services, and they came to Staples looking for help from an experienced supply partner to enhance their cleaning service solution.

## The challenge

Businesses need to continually improve their operations to stay ahead of the game. To do just that, Spotless explored how they could improve efficiencies within their supply chain, and become more consistent in the way they operate.

As a result, in 2013, tenders were put to market for Hygiene Paper & Soaps, and Cleaning Hardware. These facilities categories for Spotless are mission critical, as they use them to carry out their core business. Without these supplies, they are unable to operate.

The chosen supply partner would need to be extremely competitive, with a robust supply chain capable of delivering large volumes fast and error-free.



**We'll take care of it.**

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## The journey

Staples' strategic partnership offering, along with their national footprint across both countries resulted in them being awarded the Spotless contract.

Staples was able to show Spotless how they could take considerable complexity out of their business. Not only could Staples provide greater visibility through reporting capabilities, but they also promised to help Spotless save on product and labour costs.

The implementation was highly collaborative between both organisations. Daily meetings took place to deal with the large volume of work required within the project's tight timeframe. Direct engagement from Staples' President and other senior leadership throughout the entire process provided Spotless with strong levels of confidence in their dedication to take on this very large partnership opportunity.

While there were challenges along the way, close teamwork between both parties ensured that any obstacles were overcome. Item data and cost centre data was an ongoing hurdle due to the huge volumes of stock required and massive internal restructuring taking place concurrently within Spotless. Staples tackled this challenge through mobilising many of their staff on the ground to assist with cost centres and stock levels.

Most importantly, throughout the implementation, Staples managed to successfully co-ordinate hundreds of people from both organisations, so that Spotless could continue servicing their clients with no interruptions.

By numbers, an implementation of this size typically takes more than six weeks. Staples were able to complete the Australian implementation in three weeks, and New Zealand in five.

## The results

Dynamic reporting was key in attaining the lofty goals set by Spotless. The customised reporting suite Staples created was a resounding success. Staples worked closely with Spotless, including attending monthly and quarterly review meetings, to get feedback on what information was important to Spotless. They learnt what

areas Spotless had previously been unable to capture, so they could meet their needs. The enhanced reporting has helped Staples identify and educate Spotless on more effective and efficient business practices, such as better compliance. Contract and product compliance have both increased since, resulting in direct savings to Spotless' bottom line. Despite achieving early success, Staples has continued to work with Spotless to evolve and improve reporting.

On the supply chain front, Staples were able to streamline processes for Spotless. For example, a single-code solution was created for janitorial carts, specific to Spotless' requirements. This allows Spotless staff to order a 'pre-built' product, complete with all chemicals and equipment, via one code. This saves time in finding and ordering each individual component, and provides certainty on costs.

Staples has also developed an automatic ordering and replenishment process for Spotless, dubbed the 'Locked Box'. Using barcoding software exclusive to Staples, a Vending Solutions merchandiser regularly scans and orders a set list and quantity of frequently-used items, topping them back up to the maximum level. Monthly ordering quantities are pre-approved by Spotless management, eliminating the authorisation process. Staples also provide Spotless with periodic reporting to identify slow moving stock, dead stock and fast moving stock to ensure correct levels are maintained. This model provides peace of mind for Spotless that their stock will arrive with no need for checking or manual intervention from Spotless employees.

Both companies continue to work closely together to remove complexity from operations and help Spotless do what they do best – keeping businesses clean.

**For more information please contact:**

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