

Retail Case Study - \$120,185 in annualized savings

This retail client had over 65 stores nationally when we worked together.

They had been using their copier vendor for many years and felt certain that they were receiving the best value.

The key challenges faced by corporate purchasing:

- **Not wanting to upset the trusted relationship** that they had developed with their current vendor.
- **Having only standard bid request tools and techniques** to compare additional vendors with their current vendor.
- **Not having sufficient time to develop a detailed & comprehensive RFP**



By working with BottomLine Advantage our client was able to achieve the following:

- **Permanently reset pricing benchmarks** for their photocopier fleet.
- **They discovered a suite of enhanced vendor support capabilities** that vendors can provide, if asked to, which resulted in improved equipment reliability.
- It was recognized that the **project outcomes were indeed a result of specialized knowledge and experience** from within the photocopier industry.
- A clearer set of vendor and equipment performance expectations **improved their vendor relationship.**

ROI on this project was \$ 24,037 / Client Hour