

STAPLES

Business Advantage®

Key learnings.

How print consolidation benefits a top university.

The University

Founded in 1852, Tufts University is recognized among the premier universities in the United States. Tufts enjoys a global reputation for academic excellence as it transforms students into leaders of a wide range of professions. Recognized for its breadth of research, Tufts has extensive and highly regarded liberal arts, science and engineering programs that draw outstanding students from around the world. Tufts employs 3,500 people and educates 8,500 students from more than 100 countries.

The Challenge

From admissions to financial aid to alumni affairs, almost every aspect of a university relies on documents. Tufts was seeking ways to reduce operational costs, create simplified application and order entry processes, and improve student services. According to Contract Administrator Kelly Sullivan, more than 170 print providers were involved 24 months ago. Each department was operating independently and the number of suppliers was unmanageable. With expenditures in excess of \$5 million in print, Tufts also realized it was not getting the best pricing based on the volume of print that it was procuring.

The Solution

The university knew that there was no single supplier that could do everything. As it reviewed the supplier base, it identified six categories of print procurement from corporate identity (business cards and letterhead) to small jobs and complex high-end offset work, including annual reports and books. The university sent out an RFI to all 170 vendors. That resulted in an RFP being forwarded to 72 companies, and the number of total suppliers was ultimately reduced to 10 organizations.

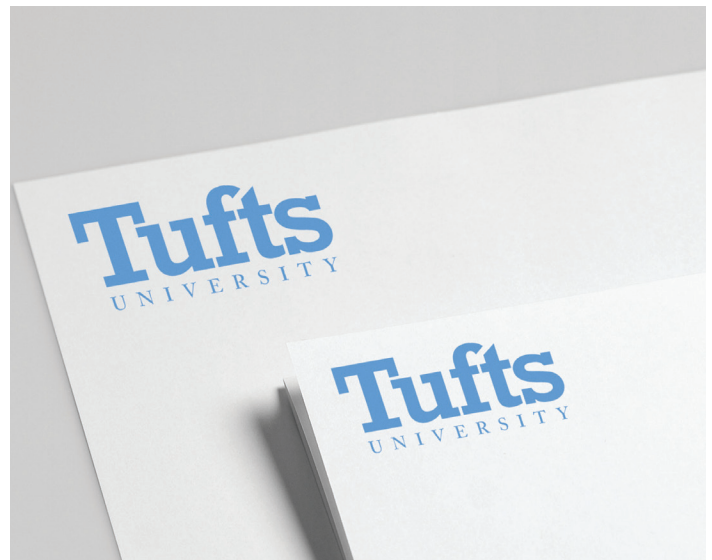
“Our departments have worked with Staples for a long time. They deliver our office supplies and know the university community. Pricing is good and they deliver a quality product.”

Kelly Sullivan
Contract Administrator
Tufts University

Within the supplier's specified category, these organizations offer efficient operations and expertise to deliver the highest levels of quality, turnaround time and service at the best price to the university. The selection was so effective that 90% of all spending is channeled through the 10 selected print service providers. Staples Print Solutions participates in the network and provides corporate identity materials, as well as digital printing.

According to Kelly Sullivan, “The online tool for business cards, stationery and letterhead is great. When someone orders business cards, they're on their desk in four days or less. Users like the online access to a partner.” Sullivan went on to say, “Our departments have worked with Staples for a long time. They deliver our office supplies and know the university community. Pricing is good and they deliver a quality product.”

For more information, please visit StaplesAdvantage.com.



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