



# Cleaning Up Business Laundry Bills

## Client Results

### Client

Multi-  
location  
auto  
dealership  
group  
with 17  
business  
units

**45%**  
**Savings**

### Situation

Dynamic auto dealership group growing organically and through acquisitions.

- 17 different business units spending approximately \$140k per year in rental laundry services (uniforms, towels, mats, etc).
- Two different suppliers with 3 different contract expiration dates including one that was 3 years out.
- Fixed Ops Director was frustrated with some service aspects including garment repairs, replacements, increasing invoices and vendor communication.
- CFO wanted more consistent invoicing, predictable future pricing and better reporting on a monthly basis.

### Process

A full audit was conducted of the existing contracts and invoicing for every line item of every location. Audit compiled all of the results with projected savings for the Initial Analysis and Strategy Meeting. Client selected the strategy to move forward.

### Results

Reviewed current suppliers and others in the marketplace and began negotiating on behalf of customer to achieve the best pricing, terms, incentives, product quality, customer service and satisfaction guarantees. After several months of negotiating, results included:

- Invoice credits of over \$12k from audits and negotiations
- New standards for garment repairs and replacements
- New communication system for all employee and program changes
- Monthly Supplier Satisfaction Meetings with Fixed Ops Director
- Monthly reporting for CFO with benchmarking report by location with all changes and variances highlighted
- **Over 45% total savings, resulting in 5 year savings of over \$300k**

