



OMG, LLC Case Study

The following is case study in how OMG, LLC restructured a current Client's supply ordering process allowing for a realization of substantial savings.

Client Testimonial:

An international restaurant chain that was ranked number #1 in customer satisfaction 10 out of the last 11 years. (ACSI survey)

"We continue to be extremely satisfied with the critical vendor partnership we have with Onsite Management Group. Dependability, cost effectiveness and efficiency are hallmarks of their service. Their attention to detail, the willingness to integrate with our team and responsiveness to our needs is an extremely big part of why they have been so successful." Corporate Facilities Manager, Louisville, KY

Client stats:

- Approximately 3,000 restaurants operating in 49 states and 29 international markets
- Over 750 Corporate employees

Supply Ordering and Mailroom Services:

The Office Services Department orders department supplies as well as copy paper and toners for the 30 multi-function printers on site at the corporate office.

The issue and challenge:

- To cut back on supply expenses and established cost effective pricing, lowering the client's budget for supplies.
- Using OMG's expertise to find cost savings on postage and shipping in the Mailroom.

OMG, LLC Solution:

- The OMG Office Services Team was instrumental in procuring a supplier contract offering competitive, discounted pricing.
- The Office Services Clerk gathered any and all supplies from vacant desks and cubicles. These items were organized and stored in a central location for all client employees.
- In addition, the OMG clerk created a supply checklist for each of the business huddle spaces, along with a reference form containing information of all multi-function printers by building floor. By keeping records and improving the tracking process, in 2015, OMG was able to save the clients budget \$5,600.
- The OMG Mail Services Team is responsible for all incoming and outgoing mail and packages.
- The Mailroom Clerks take their time to examine each outgoing piece of mail and combine letters going out to the same addresses. In addition, they also utilize cost savings presorting for better postage rates.
- OMG manages and maintains the FedEx contract, assuring they are meeting the agreed upon service levels within the contract and not overcharging at any point.
- The OMG Team was able to achieve \$15,340 in overall postage savings for 2015.
- **OVERALL SAVINGS FOR 2015: \$121,368 (this includes all hard dollar savings for all services provided).**

OMG, LLC provides the following services for this client:

Mail/Production, Reception/Switchboard, Office Services, File room