

# NETWORK<sup>®</sup> CASE STUDY

- **Industry**  
COMMERCIAL REAL ESTATE
- **Products**  
JANITORIAL SUPPLIES

## MMMM CLEANS UP THEIR SUPPLY CHAIN WITH HELP FROM NETWORK SERVICES COMPANY

### **BUSINESS NEED:**

As a company recognized for their innovative and sustainable cleaning solutions, MMMM serves more than 300 customers, including organizations like FedEx<sup>®</sup>. Keeping up with the needs of over 300 unique facilities is no easy task, and when the needs of those customers have to be met on a national scale, the process gets even harder.

MMMM had a set of regionally-based distributors which provided the equipment and supplies MMMM needed to service their customers across the country. This complex distribution system offered MMMM a high level of local support, but it created difficulty for the MMMM corporate office to monitor and track their overall supply chain. Their paper-based tracking system required MMMM representatives to sift through boxes of invoices in their warehouse just to generate a simple order history report. In addition, because MMMM was sourcing their goods from so many suppliers, they were unable to effectively capitalize on their total overall purchasing volume, or negotiate consistent pricing across the country.

### **SOLUTION:**

Working with Network Services Company (NETWORK<sup>®</sup>), MMMM implemented a new platform that centralized the purchasing activities for all three of their operating regions. The new system offered MMMM a robust set of reporting tools which eliminated the need for sorting through boxes of archived invoices, and created a high level of visibility into their ordering and supply chain activities.

### **ABOUT MMMM:**

Mitch Murch's Maintenance Management (MMMM), based in St. Louis, MO, is a leading facilities services provider of cutting-edge innovative and sustainable cleaning solutions. As a founding and managing partner of the National Service Alliance, MMMM has been at the forefront of the facilities services industry for many years. Their thought leadership and industry experience has been putting MMMM's customers on the path to a cleaner, healthier and safer environment for nearly 35 years.

For more information about MMMM, visit [www.4-M.com](http://www.4-M.com).



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Beyond implementing the online ordering system, MMMM also simplified their distribution system by working with NETWORK. As a distribution services provider for North America, NETWORK has a member-distributor located in each of the markets MMMM serves, and most of the NETWORK members already had a working relationship with MMMM. By transitioning to the centralized purchasing system through NETWORK, MMMM was able to leverage their combined purchasing volume to secure a single consistent pricing program across all of their regional operations, without compromising the local support that they required. "NETWORK makes servicing our customers across the country surprisingly simple. We work together as a team to develop a plan, and then NETWORK delivers a solution that meets our unique needs," commented Bill Crouch, Vice President, Compliance and Training at MMMM.

Additionally, MMMM has been working with NETWORK on a category management program that helps them to find the suppliers that best fit their needs and reduce the number of SKUs that they have to maintain. This program is ongoing, and continues to evolve as MMMM's needs change.

## RESULTS:

MMMM's new centralized purchasing system through NETWORK has been in place for a mere 18 months, however, MMMM has already started to realize its advantages:

- A 10% reduction in the total number of SKUs
- Contracts in place have saved an average of 5-7% in manufacturer price increases
- Increased visibility to manufacturers' innovative, new products

As an added benefit of their NETWORK relationship, MMMM has been introduced to several key manufacturers with whom they had not previously been able to engage. "We have nearly doubled the number of contracts we could secure with NETWORK's preferred suppliers. We are optimistic that the programs we're working on together will yield price improvements and longer term benefits", said Bill Crouch.



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**BILL CROUCH**

*Vice President, Compliance and Training*  
MMMM

## ABOUT NETWORK SERVICES COMPANY:

Network Services Company (NETWORK®) is an over \$10 billion company providing customized distribution services through a diverse team of more than 70 best-in-class distributor members.

NETWORK has applied its deep experience and knowledge to help national companies in industries that include commercial real estate, healthcare, food service, industrial, printing and the public sector. By offering a streamlined system with centralized control and focused spend management, we improve supply chain efficiencies while tailoring product programs to the specific needs of your business.

NETWORK's collaborative service model unites top locally based, independently owned distributors from North America and beyond to create a powerful organization with the efficiency and reach required by key industries in the nations we serve. Different by design, the NETWORK model provides a superior level of commitment that enables customers to support business growth and address unique market needs through customized solutions.

For more information, visit [www.networkdistribution.com](http://www.networkdistribution.com) or call (800) 683-0334.