



# Retailer enables employees to order work-from-home equipment

Success Story



A remote work environment means something different to everyone. For some people, it means a sit-stand desk in a home office. To others, it could mean sitting in a dining chair or sharing the kitchen table with their middle-schooler.

Regardless of the workspace, keeping productivity, wellness, and morale high is a challenge. As working remotely became common in late 2020, a West Coast retailer wanted to help its 5,000 employees adapt.

The company worked with ODP Business Solutions™ Workspace Interiors to provide access to an assortment of products that would make it easier for employees to work from home. The innovative, tailored ordering solution set the associates up for success.





### **We make successful customized solutions.**

Workspace Interiors specializes in tailoring programs for our customers. Our teams are able to create unique approaches based on customer priorities. Our experience enables us to understand your requirements quickly and thoroughly. We use our knowledge to identify and craft the right program for each situation. Solid, long-term relationships with vendors give us the ability to monitor inventory and match product availability to your schedule. Communication is the key to the success of any project. We're proactive, keeping people informed, and coordinating stakeholders so that when issues arise, we find and implement solutions fast.



## **Discovery**

The company intended to offer a \$500 stipend to each associate. Because people come in all shapes and sizes, customization was important. Service is central to the culture, so the company wanted a variety of options from which its employees could choose.

Based on the retailer's priorities — availability, ease of ordering, and high quality — for the product assortment, the Workspace Interiors team developed a list of categories and products that would be helpful to remote employees. The list included color options and different price points, plus recommendations based on the items the teams expected to be most popular.



## Solution

The team at Workspace Interiors specializes in the customization of design and furniture solutions. Through collaboration between the Workspace Interiors team, they offered the retailer's employees a customized shopping experience and a curated selection of products.

The solution was a customized ordering site that brought two major advantages:

- Made it easy and satisfying for the associates to order independently
- Tied into the client's own ordering solution — the result of collaboration between the ODP Business Solutions™ team and the retailer's IT group

Employees can order from a variety of office chairs, desks, monitor arms, LED task lamps, desk accessories, and more. The site accepts multiple payment forms, so associates who want to spend beyond their stipend can pay with their own credit cards.

A dedicated team at ODP Business Solutions reported and monitored the retailer's purchasing levels each week, noticing when supply was low and partnering with in-house supply chain and inventory groups to suggest alternative products. ODP Business Solutions' nationwide reach and solid relationships enabled the team to work with vendors to increase production to meet the retailer's demand for popular products.





## Results

The program was greatly successful, with most employees placing orders. The average order size showed that many employees took advantage of the full stipend: Each was given a \$500 stipend, and the average order size was \$584.

The most requested item surprised everyone: a footrest. Desk-mounted power hubs were so popular that they sold out. Chairs and desks, especially the sit-stand variety, were also high on employees' lists.

Because of the size of the rollout, the program opened to 500 associates at a time and gave them six months to spend their stipend. As new employees came on board, the Workspace Interiors team monitored and added them to the approved list.

The system is turnkey now, with the team at Workspace Interiors preventing sold-out products and the company seeing positive results in preliminary surveys. The program is so successful that it doesn't have an end date — it's an ongoing part of the retailer's plan for supporting remote employees.

## Learn more.

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Success Story | 5



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