

STAPLES Advantage



Expanding Reach to the Fortune 500.

Proftech and Staples, Inc.

At Staples, we are devoted to helping customers get the office essentials they need to effectively run their business – whether it’s an organization with 20 employees or a Fortune 500 company. For those who want to connect with small and diverse business enterprises, we make it happen through the Staples Diversity Supplier Program. Customers of the program benefit from high-quality service and products, customized programs, eProcurement expertise and maximum savings – every time.

The Company

Founded in 1980 in a 12' x 12' corner of a warehouse, the idea for Proftech was born from a college term paper created by the company’s current President, Jose Montiel, identifying the office supply industry as a potentially recession-proof market. Fast-forward to today, and Proftech is now one of the nation’s largest Hispanic-owned office suppliers with 48 facilities across the U.S. Based in Elmsford, NY the company recently celebrated its 31st anniversary.

The Opportunity

For Proftech, providing exceptional customer service is the premise on which the company was founded and what drives the business today. The company’s motto says it all – “large enough to handle your business; small enough to handle it personally.” Committed to growing operations, Proftech wanted to expand its footprint within large enterprise accounts – Fortune 500 organizations – while maintaining a connection and top-notch service level with customers.

“ At Proftech, we are driven by a focus on service excellence and Staples operates with the same high standards. Working closely with Staples helps us achieve our fulfillment goals and greatly enhances our ability to service all customers, on a local, national and global scale.”

Jose Montiel, President, Proftech



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Jose Montiel, President, Proftech

It was important that Proftech align itself with a company that delivered similar customer benefits: next-day delivery, efficient online ordering, an extensive product inventory and cost-effective solutions. And most importantly, a belief that customers – large and small – are consistently the number one priority. Staples and Proftech had synergies on every front. Therefore, in order to gain exposure to new accounts and drive additional revenue, Proftech joined the Staples Diversity Supplier Program in 2004.

The Alliance – Diversity One

All of Staples’ diverse suppliers are proven leaders in their markets and are committed to supplier development and business growth within their local communities. Differentiating itself from supplier programs that include companies by name only, Staples’ Diversity One suppliers take full ownership for servicing accounts and provide a single point of contact for ongoing account management.

“Together, with Staples, we provide the service, scope and reach that customers require,” said Montiel. “With Staples’ global recognition, unmatched customized support and dedication to meeting customers’ corporate diversity goals, the alliance made perfect sense.”

The Staples Diversity One program provides sales, delivery and marketing support when and where needed. Proftech cites access to Staples’ sales representatives as one of the main advantages of the program – with Proftech’s own sales staff modeling tactics from “the best in the industry.”

Recognition & Affiliations

- *Business Council of Westchester*
- *Top 500 Hispanic-owned Companies in the Nation, Hispanic Business Magazine*
- *Top 100 Diverse Suppliers, Minority Business News*
- *Distributor of the Year, U.S. Department of Commerce Minority Business Development Agency*
- *“Business Hall of Fame”, Business Council of Westchester*
- *NY/NJ Minority Purchasing Council Supplier of the Year*
- *Hispanic Business Man of the Year, National Hispanic Business Group*

The Results

As a result of joining the Staples Diversity One program, Proftech has generated additional revenue and secured new customers within Fortune 500 organizations – all during a tough economic climate.

Always looking to increase efficiencies for customers, Proftech made continuous improvements to its online procurement processes. Thanks to the Staples alliance, the company has increased its online business, with more than 70 percent of current purchases now made through Proftech’s website.

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For more information, please visit www.proftech.com.