



# [ aiim • American Express ]

Avant Imaging & Information Management Inc. 205 Industrial Parkway North, Aurora, ON L4G 4C4

[t] 416-798-7110

[tf] 877-841-AIIM

[f] 905-841-2177

[e] help@aiim.com

## AIIM helps American Express do more everyday by ...

### Understand

American Express wanted to simplify their supply base, streamline process, leverage best in class technologies and drastically reduce procurement spend.



### Evaluate

AIIM worked with American Express to understand the company's unique challenges as a growing organization faced with an expanding supplier list and increasingly complex supplier relationships.

Amex Bank of Canada offers the American Express Personal Card, Gold Card, Platinum Card and Corporate Charge Card, together with associated lines of credit, the Optima/Companion Card and an extensive suite of credit cards and selected insurance products in Canada. Amex also offers consumer and corporate banking facilities and selected term lending products. Amex Canada Inc. is one of the largest travel management service providers in Canada. Currently, 2000 corporate and leisure travel accounts are managed annually

Print savings  
of 22%

Reduction  
of suppliers

Simplified  
workflow

Online project  
management

### Manage

AIIM's evaluation revealed that American Express would benefit from a more unified supply chain management solution to curb their substantial printing and procurement inefficiencies. AIIM's solution included **aiim•PRINT**, **aiim•ON•DEMAND** and **aiim•CONNECT** as well as strategically partnering with two outside suppliers to simplify Amex's ability to efficiently manage their print and direct mail programs.

### Measure

AIIM helped American Express simplify their supply chain and save money while maintaining their high level of quality service. As a result of AIIM's innovative approach to American Expresses' business, American Express awarded AIIM with preferred supplier status. This relationship has met and exceeded its objectives to deliver double digit cost reduction (22% over 2 years) while simplifying business management.

- 10% reduction of print expenses in the first year
- Additional 12% reduction in second year
- Reduction of supply base due to consolidation of suppliers
- Improved and simplified workflow process
- Introduction of online project/job tracking

