

Case Studies/White Papers

Green Products: Keeping Customers Happy

With multiple locations throughout the United States, Accent Marketing is one of the countries leading customer-service call centers. Based in Tell City, Indiana, manufacturers turn to them to keep their products humming and their customers happy.

With more than 170 employees in 25,000 square feet of office space, facility manager Kenny Ambrose has his hands filled, keeping everything running smoothly in a cost-effective manner. And one costly problem he recently had to tackle involved the cleaning of his facility.

“Our cleaning contractor was using expensive household cleaning chemicals to clean our office,” Ambrose says. “Not only were they costly, they were not keeping my staff healthy and productive.”

Turning to his janitor distributor for help, Ambrose tested several commercial cleaning chemicals and decided it was time to use only Green-certified products. He found many are more cost effective than the former products. However, some had odors and fragrances that bothered his staff; others simply did not clean effectively—except for one company: Enviro-Solutions, Inc.

“The Enviro-Solutions products have no odors and they really cleaned well,” says Ambrose. “We were very impressed.”

For instance, one of the Enviro-Solutions products, ES 74 Spray and Wipe Cleaner, is a Green-certified all-purpose cleaner that can be used for general as well as heavy-duty cleaning. It also removes heel marks, grease and other stains, and can be used as a carpet spotter.

Not only were ES 74 and the other products effective, according to Ambrose, absenteeism has dropped as much as 50 percent and productivity has been enhanced since switching to Enviro-Solutions.

“This is really a dramatic drop,” Ambrose says. “Our goal is to keep our customers and our customers’ customers happy. Now we can do that even better—thanks to Enviro-Solutions.”