

“It’s entirely possible that the project would have failed without Mind Over Machines.”

*Paul Rudman  
Chief Information Officer  
Office Products Network of North America*

## OFFICE PRODUCTS NETWORK OF NORTH AMERICA

### Our client had a radical vision for a new business model

The office product industry was fragmented, most offices purchased supplies locally, as there were few regional and even fewer national sources. Our client had a vision for a business model that would unite multi-location companies, leverage their combined buying power and reduce the cost and complexity of buying office supplies.

The concept caught fire, and now our client had to build the necessary enabling IT solution to deliver on its vision. They hired a vendor to build it, but at the moment of greatest momentum, the CIO began to doubt the quality of their work.

“We were coming up against a make or break deadline,” said the CIO. “We had told our subscriber base that the system would be available on June 1, and missing that date could have spelled disaster.”

They called Mind Over Machines for an independent review of the system and ended up finding the technology partner that would deliver the results it needed.

### Mind Over Machines made their vision a technological reality

Mind Over Machines found the application to be clean and well documented, but our client needed more than a solid system, it needed a collaborative development partner. With its vendor proving inflexible, declining to make critical

#### OVERVIEW

##### Industry

Industry office products

##### Location

Nationwide

##### Need

To make a new business model reality

##### Solution

Automate ordering and fulfillment processes

##### Results

Astounding growth: \$1.2 billion in annual revenue

##### Services

Product Innovation  
Application Development  
System Integration

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enhancements and risking the success of the venture, again they called Mind Over Machines to implement a necessary enhancement. Mind Over Machines is known for innovation and thinking outside of the box, and this enhancement opportunity turned out to be very beneficial for all. The Mind Over Machines team demonstrated a way to deliver the functionality they wanted, but weren't getting. Not long after, our client released its vendor and handed the entire project to Mind Over Machines. The Mind Over Machines team met with Rudman for an afternoon as he walked through the system. During this orientation, the team noticed an opportunity: One simple change to a single field would deliver the functionality OPNNA wanted. Instead of taking weeks, the project was over in four hours. Not long after, OPNNA released its vendor and handed the entire project to Mind Over Machines.



“At the very beginning, there were six of us in the company. Mind Over Machines was integral in the development of not just the technology, but the business model as well,” said CIO.

### **Our client grew from an idea to a \$1.2 billion enterprise**

With a collaborative relationship that enabled Mind Over Machines to offer their strategic and creative resources, the client made the June 1 deadline, offering a service that no other national office products dealer could: automation.

“We were fortunate that the other vendor was so difficult to work with. It’s entirely possible that the project would have failed without Mind Over Machines,” said CIO. But clearly it did not fail, Mind Over Machines delivered results that mattered and enabled \$1.2 billion in revenue and setup the company as a highly desired acquisition target.

### **About Mind Over Machines**

Mind Over Machines is a Maryland-based consulting and technology services company serving public and private sector clients. Mind Over Machines’ core competencies include full-lifecycle development and support of enterprise systems, business analysis and process engineering, IT strategy, and user-experience design. Mind Over Machines has successfully supported federal civil agencies for more than 10 years and employs a diverse and technically skilled workforce.

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