

## **Commonwealth of Massachusetts Renews Contract With New England Office Supply**

**Braintree, MA** — New England Office Supply announced that The Commonwealth of Massachusetts has extended their Office Supply, Facsimile Machines & Supplies, Furniture and Audio Visual contracts through 2004. This contract extension is indicative of the productive partnership between NEOS and the Commonwealth that was established in 1997. The renewal acknowledges NEOS' dedication to meeting and exceeding the state's contractual criteria.

NEOS provides state agencies, departments, cities and towns with a customized product catalog containing 28,000 specially priced items. NEOS has invested in its relationship with the state by developing programs to educate state employees about the vendors and products available. Recently, training has focused on leveraging the Internet to improve office management efficiency. To date, 85% of state customers use the company's e-commerce channel, NEOS Online, to handle their office needs right from their desktop. This has resulted in significant cost and time savings for the state.

Another area of notability has been NEOS' support of the state's recycling initiative. NEOS promotes the purchase and use of environmentally friendly products by its customers, and actively works with vendors to expand the selection of such products. As a result, customers access an extensive offering of over 3400 recycled items. NEOS has also created a program that automatically encourages the substitution of recycled products, if available, for non-recycled ones ordered on-line by state customers.

In addition to renewing the contract, the Commonwealth has recognized NEOS as a leading company in the state. For their unrelenting environmental efforts, NEOS was awarded the state's 2001 "Business Buy Recycled & EPP Award". The state also presented NEOS with the "Outstanding Performance Award" for its demonstrated professionalism and distinguished record of customer satisfaction in execution of state contracts in 2001.

The contract renewal and award presentations are a direct outcome of NEOS' strategy to secure the company's standing as a preeminent customer-focused, growth-driven company. As part of this mission, NEOS recently re-branded the company image to reflect its modern, friendly, service-oriented reputation. The cornerstone of the new brand is the slogan "We Make Life Easier", which conveys NEOS' commitment to helping customers work smarter and more productively.

### **About NEOS**

NEOS is one of New England's leading sellers of office products and furniture, providing corporations, colleges, non-profit agencies and state and local governments with total business products solutions through contract delivery, business-to-business electronic commerce, as well as its own teleservice center.

NEOS is a minority, woman-owned, Small Disadvantaged Business, and SOMWBA-certified dealer. The Commonwealth of Massachusetts has also recognized NEOS as the 2000 Affirmative Marketing Program Vendor of the Year.