



Tennant Company & Western Paper Distributors put a little heart into Medical Center of the Rockies

Medical Center of the Rockies (MCR) specializes in heart and trauma care. Designed with patient healing in mind, this state-of-the-art medical facility is seeking certification through the U.S. Green Building Council's Leadership in Energy and Environmental Design—or LEED—program.

MCR already had a standing relationship with Western Paper Distributors when Dennis Leck joined the organization as Manager of Environmental Services.

Leck used Nobles equipment and services while working for Scottsdale Healthcare in Arizona and has always been impressed with the level of service and support that Tennant Company and its partners provide.

"The person that you work with makes the product and the company what they are. Clay, our Tennant service representative, has the same can-do attitude that my service rep in Scottsdale did. And, Mark, our distributor partner at Western Paper Distributors, works night and day with my staff to coordinate plans for teaching new employees how to use the equipment."

Dave Barger, MCR's equipment specialist from Western Paper Distributors, would agree.

"Nowadays no matter the industry, there is a lot of employee turnover among facility maintainers. Lack of machine operator training can increase the probability that equipment will be damaged and improperly used, ultimately impacting cleaning productivity. We work closely with Tennant service representatives to ensure that Medical Center of the Rockies and all of our customers have the longest lasting equipment and most effective cleaning programs possible. We don't just sell equipment. We sell service and support."



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—DENNIS LECK, MANAGER, ENVIRONMENTAL SERVICES MEDICAL CENTER OF THE ROCKIES

Through MCR's partnership with Western Paper Distributors, Leck sought out Nobles machines that were not only rugged but also good for the environment.

"This hospital was built to be green. Its construction materials have at least 20 percent recycled content, and 50 percent of the materials—including stone, bricks and concrete—were obtained locally. I worked with Western Paper Distributors to develop a cleaning program that fit the Medical Center of the Rockies vision for environmental sustainability."

In the end Western Paper Distributors' expertise and Tennant's service and support sold MCR on a total cleaning program consisting of a variety of Nobles equipment including: Strive Rider extractors, Scout sweepers, Speed Scrub walk-behind scrubbers, Speed Scrub Riders, and Ultra Glide vacuums.

According to Dave Barger, the key to landing this sale was, not only providing MCR with quality products, but also selling them on Tennant's Service Proposition.

"While Medical Center of the Rockies was interested in competitive and efficient, environmentally-friendly equipment, we ultimately won the sale by highlighting the benefit of Tennant's hands-on service and support.

And Dennis Leck couldn't be more satisfied with the level of customer care provided.

"We're a customer service-based facility. We stick with Tennant Company and Western Paper Distributors because they treat us with the same level of service and care that we show our own patients."



TENNANT SERVICE FEATURES

- Our locally-based support network provides expert service at any time to any Tennant customer.
- Appointment times are scheduled within hours of each service request, and service representation typically arrives on-site in as few as 24 hours.
- ServiceLINK™ technology ensures quick, efficient responses and service representatives who arrive fully stocked with genuine Tennant parts.

ABOUT WESTERN PAPER DISTRIBUTORS

Western Paper Distributors is an award-winning provider of distribution services and washroom, janitorial, food service, and lodging products. The company's mission is to enhance their customers' profitability through excellence in distribution services and product solutions. Western Paper Distributors provides its customers with quality service, greater customer understanding, solutions to current and emerging business trends, and innovative, well-implemented ideas. To learn more about Western Paper Distributors, visit www.westernpaper.com.

ABOUT TENNANT COMPANY

Dedicated to creating a cleaner, safer world since 1870, Tennant Company is a world-leading manufacturer of indoor and outdoor environmental cleaning solutions and specialty floor coatings. Tennant's industrial and commercial sweepers, scrubbers, coatings, detergents, carpet cleaning equipment, vacuums, floor machines, burnishers and more deliver award-winning cleaning solutions. To learn more, visit us at www.tennantco.com. For more information on Nobles products, visit www.nobles.com.

For help defining a solution to meet your specific floor-care needs, please contact us at **800.553.8033**.

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