



## XXX Puts Customers First with Cost Saving Solutions



XXX Corporation, St. Louis, MO provides specialized products and services for a variety of businesses with more than 100 facilities in North America, Europe, Latin America and Asia. One of the key industries XXX serves is healthcare including cleanroom services, where products must adhere to exact specifications and their services operate within strict protocols. Laundering apparel worn in cleanroom environments must be done correctly to ensure medical lab or manufacturing facility certifications. XXX operates a strategically located network of Internal Organization for Standardization (ISO) Class 3 and 4 cleanroom garment processing facilities, which adhere to a Regulated Sterility Assurance level to 10<sup>-6</sup> SAL. The team of Elliott Excel, Facility Manager for the XXX Industrial Solutions located in Texas operates one of three national centers serving the cleanroom laundry service - a processing center that services 20 XXX locations.

“XXX prides itself on offering real value to our customers and XYZ does that for us.”

Elliott Excel, Facility Manager |  
XXX Industrial Solutions

### Offering value to their customers with specialized services

Service companies like XXX offer value based on the individualized needs of their customers. The Industrial Solutions Group in Texas specializes in serving the pharmaceutical customer that handles sterile preparations requiring special laundering technologies be used to clean their premium garments. In fact, XXX cleanroom laundries use gamma sterilization technologies, considered to be one of the safer laundering methods in the industry.

“Our process includes the use of containers for a certain group of customers who use gamma sterilization laundering,” says Excel. “Cleanroom technicians deposit their soiled garments directly into plastic totes, which we provide to their facility, in order to avoid contamination. What’s unique about this laundering method is that the garments remain in the totes, which are put through the gamma irradiation. After laundering, the garments are folded and returned in the original totes, sealed and labeled as sterile.”

# Success Story – XXX Industrial Solutions

## A Safe and cost effective solution

Over the years, XYZ's Material Handling Group has supplied XXX with a variety of products to meet the needs of individual customers. "Most of our customer's laundry is collected in bins or totes, brought to our center where it is processed, folded and delivered back to the customer," explains Excel. "It's different for the premium garments, as the plastic totes that have been certified for cleanroom use need to be replaced much more frequently. We wanted to find a better solution for these customers in order to provide them with a safe, but cost effective laundry program."

The plastic containers weren't holding up under the gamma radiation cycles, so that containers had to be discarded much more frequently than containers not submitted to the process. "We were finding that the particular plastic containers were becoming brittle after about 12 gamma cycles, so we were regularly replacing the containers, which was time consuming and driving up costs," explained Excel. "Changing pre-approved containers isn't the easiest thing to do because of the lengthy approval process of a highly regulated industry like pharmaceuticals, but XYZ had the right suppliers to meet our specifications. We knew, for the long run, it was the right thing to do for our customers. When the XYZ Representative was asked to bring us several options to choose from, without hesitation, she said, "I'm on it."

## Finding a better product

Working with a variety of material handling suppliers allowed XYZ to quickly source a fiberglass solution for XXX, which is a better product that will last a long time. "XYZ provided us with fiberglass containers to validate the gamma cycle and has helped us to convert our customers to the new solution by providing them with product samples and specification details," said Excel. "XYZ was indeed on it. XYZ's not just selling us products. Working the third shift one night I sent an email to XYZ expecting a response sometime the next day and it came back instantly. Their people are all over it – they are on the ball all the time."

## Improving the customer experience

XXX Industrial Solutions Group strives to provide its healthcare customers with new products and services that solve their problems. "XYZ is a partner that allows us to serve our customers better," said Eliot. "Our largest pharmaceutical customer uses a gravity set system for their soiled garments that pulls first in first out. The containers are on an incline. They've requested that the containers XXX supplies to them need to have a lift on them, so they can nest into each other. Once again, XYZ offered to work with their suppliers to design something for this customer and it looks as though our customer will have exactly what they desired. XXX prides itself on offering real value to our customers and XYZ does that for us."

## About XYZ

For more than 50 years, XYZ Storage Systems International Chicago, IL has handled every aspect of racking, shelving and material handling needs of some of the world's biggest and most successful companies. Our systems are renowned for innovative design, structural integrity, safety, durability and value. We are the exclusive designer, project manager and installer for many companies.

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