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On Support Functions - Draining Time, Energy and Passion for Growth

Oct. 09, 2013

In response to a national survey that showed that nearly half of business owners feel that routine business processes drain their passion and energy, **OfficeMax** has introduced new Services Centers within stores nationwide to provide business owners the essential operations support they need to grow.

The OfficeMax Services Centers offer a portfolio of more than 40 services designed to relieve administrative burden and assist businesses with critical needs, including web design and maintenance, 24/7 on-call tech support, printing and document management, marketing materials, shipping, credit card and payroll processing, human resource services and legal assistance.

“The new survey data advances what we found in extensive national research with business owners of all sizes,” said Kim Feil, OfficeMax executive vice president and chief marketing and strategy officer. “Business owners spend a lot of time conducting support work that, while critical, takes them away from working with their customers and growing their business. They want to refocus their time building their businesses, and they want reliable partners who will address their specific needs. Our new OfficeMax Services Center builds on services we have always provided to give business owners a complete range of essential support, from credit card processing and payroll services to IT support and cloud storage solutions.”

Business owners receive guidance from the OfficeMax Services Center staff to personalize their services and bundle services to increase value and savings.

“The introduction of the OfficeMax Services Center expands upon our services evolution. We're pleased to have our store associates working in partnership with

customers to assess customers' business needs and connect them with the best

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some of their vendors. 40 percent question the ability of their current vendors to stay on top of technology trends.

To ensure leading-edge service, the OfficeMax Services Center has assembled a robust portfolio of national service providers – including North American Bancard®, ADP®, PAYCHEX®, GoDaddy and [Carbonite® Online Backup](#) – to provide critical business services such as credit card processing, merchant payroll services, website creation and hosting, and cloud services. Many services are being offered through the OfficeMax Services Center at exclusive value packages that cannot be found anywhere else, including significant savings of up to 76 percent² on GoDaddy website service bundles available only at OfficeMax stores, and up to 15 percent savings on credit card processing with North American Bancard.

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