

SPARK

PARTNERSHIP. BENEFITS.

Head Office

33 Green Belt Drive,
Toronto, Ontario
M3C 1M1
416.391.8111
1.866.391.8111

Branch Offices

Bureau Spec/Montreal
Calgary
Dartmouth
Edmonton
Fort McMurray
Fredericton
Hamilton
Kingston
Moncton
Montreal
Mount Pearl
New Liskeard
North Bay
Ottawa
Quebec City
Regina
Saskatoon
Sudbury
Thunder Bay
Timmins
Vancouver
Vaughan
Victoria
Waterloo
Winnipeg

To discuss how SPARK can help your business,
call **1.866.391.8111**




INTRODUCING SPARK EVERYTHING

YOU AND YOUR BUSINESS
NEED FOR SUCCESS



SPARK OFFERS YOU **5 WAYS** TO HELP **YOUR BUSINESS SUCCEED**,
SAVING YOU TIME AND MONEY WHILE EMPOWERING YOUR PEOPLE:

- 
1. **Customer Support** to provide assistance when you need it most
 2. **Business Solutions** tailored to the specific needs of your business
 3. **Sustainable Practices** to help your business be more environmentally responsible
 4. **Access to Community and Business Resources** to keep your business connected
 5. **Productivity and Efficiency Tools** to save you time

PARTNERSHIP. BENEFITS. THAT'S SPARK.

In a marketplace fueled by change and innovation, your business needs the right resources to do more than just keep up with the competitive pace—you need access to unique solutions that will help lead the way. Say hello to SPARK. More than pens and paper, SPARK is a strategically developed suite of benefits exclusively available to Grand & Toy small business customers. More importantly, as Canada's largest provider of office solutions, SPARK is backed by a company with over 127 years of dedication and experience in providing Canadian businesses with the resources and support they need to succeed.

WHAT SPARK CAN DO FOR YOUR BUSINESS.

Our dedicated Business Solutions Advisors can help you to better understand your needs and goals, working with you to provide smart office solutions that help your business run smoothly, efficiently and be as environmentally responsible as possible.



WITH SPARK
YOU'LL GET THE
SUPPORT
YOU NEED

WHEN **YOU**

NEED **IT**

GET ACCESS TO EXPERT HELP FOR VIRTUALLY ALL AREAS OF YOUR BUSINESS

From day-to-day operational support, to more customized solutions, a Grand & Toy account provides you with access to dedicated representatives to assist with the unique demands of your business.

- Our **Business Solutions Advisors** are just a call or email away to answer your questions. They can help you better understand challenges and goals, providing you with the right solutions to take your business to the next level
- Our industry-trained **Technology Solutions Advisors** specialize in providing you with the right technology solutions and advice for your business
- Our network of **highly skilled industry specialists** can support your business on more complex projects from furniture to print requirements
- We offer a full-service **Customer Care Centre** to ensure you have the knowledgeable help you need
- We even offer **Live Help** so you can get instant answers to those pressing questions, in real-time, online at grandandtoy.com/livehelp



SPARK★

WITH SPARK YOU'LL GET
THE RIGHT SOLUTIONS
TO MEET THE NEEDS
OF YOUR BUSINESS

GRAND & TOY CAN PROVIDE YOUR BUSINESS WITH THE RIGHT:

INTERIORS and workspaces to empower and inspire your people

TECHNOLOGY to keep you connected and well ahead of the competition

OFFICE SUPPLIES that enable improved productivity and efficiency to keep you at your best

PROFESSIONAL SERVICES that save you time and money on your administrative and HR needs

FACILITY SUPPLIES so you can professionally operate and maintain your workplace

IMAGING solutions to help market your message and enhance your business image



**CUSTOMIZED SOLUTIONS FOR YOUR BUSINESS
THAT YOU JUST CAN'T FIND ANYWHERE ELSE**

With SPARK, you'll benefit from our comprehensive and evolving product and service offerings. Add to this our team of Business Solutions Advisors, product specialists, and our innovative approach to entrepreneurial business, and you've got a winning combination to help ensure your continued success.

What sets Grand & Toy apart from the rest of the crowd is how we give you access to a selection of products, services and solutions that you just can't find anywhere else. Our dedicated specialists will help you figure out what products and services best meet your business needs, helping your business to operate as efficiently as possible.

LET SPARK HELP YOUR BUSINESS BE BETTER



INTERIORS SOLUTIONS: CREATE THE OFFICE YOU'VE ALWAYS WANTED.

Grand & Toy offers affordable interiors solutions from industry leading vendors, delivered right to your office. From a simple desk and chair to furnishing your entire workspace—to helping you maximize every last bit of usable space, Grand & Toy has the product selection, knowledge and experience to provide you with complete interiors solutions to inspire productivity and enhance performance.

TECHNOLOGY SOLUTIONS: GIVE YOURSELF THE POWER OF INFORMATION.

From the right ergonomic keyboard for your computer, to an efficient set up of your office network, our Business Solutions Advisors and Tech Solutions Advisors are trained to understand small businesses needs. This gives you the information needed to make informed technology purchases. From helping you select the right products to providing technical support to install and maintain your equipment, we'll be there every step of the way.

OFFICE SUPPLY SOLUTIONS: THE ESSENTIALS YOU NEED, EVERYDAY.

In order to keep your office environment running smoothly, Grand & Toy carries a comprehensive selection of supplies that enable your key business activities. We'll help you with Office Essentials, Business Equipment, Productive Tools, Presentation Products and Office Paper in order to enhance your productivity and performance.

PROFESSIONAL SERVICES SOLUTIONS: WE'RE HERE TO LEND A HAND.

Whether it's a matter of time, money, or both, think of Grand & Toy as a cost-effective extension of your staff. From too much work and not enough employees, to challenges winning new business, our Business Solutions Advisors and service providers work with you to find action-oriented solutions based on your key needs and goals. From Sales & Marketing to Administrative and Human Resource solutions, let us help you build and grow your business success.

FACILITY SUPPLY SOLUTIONS: KEEP THINGS RUNNING SMOOTHLY.

By providing convenient access to a broad selection of world-class brands, Grand & Toy delivers the items you need to professionally operate and maintain your workplace, enabling you to better focus on building your business. Whether you are looking for Safety & Security supplies, Office Cleaning products or Mail, Pack & Ship solutions, we have what you need.

IMAGING SOLUTIONS: GET YOUR BUSINESS MARKETED FOR SUCCESS.

Our imaging experts at Grand & Toy Copy and Print Centres are there to lend a hand when it comes to your business image. Whether you're preparing for an upcoming tradeshow, business presentation or simply looking for the right gift for your staff or customers, we can help you with your various print and promotional needs including:

- Business cards, letterhead, envelopes
- Promotional items (with your logo imprinted)
- Black and white and full colour digital copies
- Posters, banners and custom stamps



SPARK OFFERS
SUSTAINABLE
SOLUTIONS THAT
HELP BALANCE
YOUR BUSINESS



SUSTAINABLE SOLUTIONS THAT HELP YOUR COMPANY
MAKE A POSITIVE IMPACT

Sustainable operations aren't just smart for the environment, they're smart for business and society. That's why SPARK provides you with environmentally responsible office solutions, plus online tools and shipping/invoicing options that will help your business succeed while reducing negative environmental impacts.

With the opportunity to consolidate smaller or frequent orders into fewer and larger ones, Grand & Toy offers you a unique 48 hour delivery option that encourages smart ordering and can help to reduce our overall carbon footprint.

By working with one of our Business Solutions Advisors, we'll be able to identify and provide environmentally responsible alternatives for your current office requirements.



For more information, check out our GREENOFFICE website at
grandandtoy.com/greenoffice



STAY **CONNECTED** AND **INFORMED** WITH SPARK



COMMUNITY & RESOURCES

Being part of a strong community is good for any business. That's why Grand & Toy provides you with the tools and resources you need to connect with other businesses, educate yourself on key topics, and gain access to services that will keep you productive. Plus our new Business Centres are helping local small business communities by providing innovative and informative programs, seminars and events.

GRANDANDTOY.COM is another helpful business resource where you'll find informative tips on current business trends, in-depth articles, as well as the latest products and solutions—you'll find all the tools to help you achieve your business success, all at your fingertips.

SPARK CAN HELP YOU **SAVE TIME** AND **MONEY**



As a small business owner, you'll have access to productivity and efficiency tools that can help your business operate more efficiently.

KEEP YOUR BUSINESS IN LINE, ONLINE.

Time is money, and now more than ever, grandandtoy.com helps you save both. Get secure, instant access to live, up-to-date inventory and the latest eFlyers—even track the real-time status of your order, all online. And since you already have enough paper to deal with, convenient e-Invoicing enables you to stay on top of your account without shuffling through a single piece of paper.

ORDERING MADE SIMPLE.

At Grand & Toy, we pride ourselves on offering a wide range of ordering options to suit your personal preferences.

- Online at grandandtoy.com
- In-Store at one of our Business Centres
- Through your Business Solutions Advisor
- Through our Customer Care Centre

SPARK WILL NOT ONLY HELP KEEP YOUR OFFICE RUNNING SMOOTHLY...

It will act as a catalyst for your business success. As a Grand & Toy account holder you will receive an exclusive selection of benefits specifically designed for small businesses. You'll also be able to access dedicated support, insightful solutions, innovative resources and community activities to make your business more productive, efficient and environmentally responsible. Think of us as a partner who can focus on the details, freeing you up to stay focused on your goals.



SPARK 
PARTNERSHIP. BENEFITS.

CONTACT US TODAY, TOLL-FREE:

GRANDANDTOY.COM CUSTOMER SERVICE - ENGLISH *Hours: 8:00 AM - 7:30 PM EST*
Telephone: 416.391.8180 | Toll-free: 1.866.391.8111 | customerservice@grandandtoy.com

GRANDANDTOY.COM CUSTOMER SERVICE - FRENCH *Hours: 8:00 AM - 5:00 PM EST*
Toll-free: 1.866.391.8111 | servicealaclientele@grandandtoy.com

Need Information on the latest technology product?

GRAND & TOY TECH SOLUTIONS ADVISORS
Hours: 9:00 AM - 7:00 PM EST
Hours: 8:30 AM - 4:30 PM PST
Toll-free: 1.866.391.8111

Need Business Furniture and Interior Design Consultation?

GRAND & TOY INTERIORS SPECIALISTS
Hours: 9:00 AM - 5:00 PM EST | Toll-free: 1.866.391.8111