



# Automated Inventory, Enhanced Service

Clear Spider's  
VMI Solution in Action



*CASE STUDY*

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# About Our Client



**Fortune 500 Company**



**Located in the Midwest, USA**



**Leader in the Industrial Supply sector**



**Over 4.5 million customers**

## Results

Sales reached \$9.4 billion for the year, reflecting a 5% growth compared to the previous year. Reported earnings per share rose by 17%, while adjusted earnings per share climbed 10%.

# Before Clear Spider



## Customer Service

Our client was experiencing significant challenges to uphold their commitment to customer service.

Their sales representatives have always maintained close relationships with customers and ensured their needs were adequately met.

They were looking for a cost-effective solution that would alleviate the workload being handled by their sales representatives while building stronger customer relationships.



## Operating Costs

Our client's bottom line was being negatively impacted by the costs associated with growth.

The organization required improvements to its operations aimed at reducing operating costs while improving performance.

Our client had looked for ways to cut costs across the board, and excess inventory costs in particular.

Reducing inventory would mean huge savings for the distributor and wholesaler business.



## Sales & Revenue

Our client is already an established industry leader.

However, they wanted a solution to further growth in their organization.

With an already over-extended sales force, our client was looking for strategic solutions and technological innovations geared at increasing productivity and generating greater sales.

## What Our Client Needed

Our client needed a collaborative inventory management system with a solid back-end, and a flexible front-end. They needed a system that handles millions of items combined with thousands of transactions on a daily basis and a system that is adaptable for use on desktops, mobile devices, and scanning devices.

They needed Clear Spider.

# Why Clear Spider?



## Buy vs Build

Our client initially considered developing an internal inventory management application.

However, while they explored solutions to address their challenges, it became evident there would be significant costs and issues associated with the in-house approach.

The time it would take to architect and develop an internal solution was a significant drawback.

Our client could not afford to let their customers go unmanaged for long.

It would also have been inefficient for our client to allocate internal IT resources and capital to develop a complete solution.



## Technology Leader

Under competitive market conditions and a constantly evolving marketplace, our client needed a solution that was quick-to-market.

Their search led them to Clear Spider, the industry leader in Vendor Managed Inventory (VMI), Customer Managed Inventory (CMI), and advanced inventory management solutions.

***"All businesses must maintain productive, safe and efficient operations. Time is money for these professionals. Our commitment is to help them get their jobs done every time."***



## Clear Spider Magic

Clear Spider's web-based inventory management application provides thousands of organizations with an out-of-box solution that takes little time to excel.

Built on the principal of providing organizations with the resources necessary to inject efficiency into their inventory management practices, Clear Spider was ready to work its magic for our client.

# System Implementation



**Quick to Deploy**



**Easy to Use**



**Cost-Effective to Maintain**

Our team of industry experts and developers supported the client in deploying tailored inventory management solutions for both internal and external use, including a customer-managed system and a vendor-managed system.

## **Customer Managed Inventory (CMI)**

- Enables customers to initiate and manage their own orders
- Replenishment alerts notify customers when restocking is needed

## **Vendor Managed Inventory (VMI)**

- Empowers vendors to track and fulfill customer inventory needs
- Automated alerts inform vendors when customer stock needs replenishing

## **Features**

- Compatible with desktop, mobile, and scanning devices
- Integrates with barcode technology
- Inventory is delivered to customer locations based on real-time demand
- Offers multilingual support for global use (e.g., English, Chinese, French, German, Spanish)

*"Our partnership with Clear Spider helped us with planning, testing, and deployment. They surpassed our expectations and delivered a solution unique to our organization and our customers."*

# Mobile Solutions



## Easy Re-Orders

- scan the item that needs reordering
- mobile device or scanner device uploads the items into the our client's Clear Spider inventory system
- review and submit the items and quantities on the order
- pass information to our client's back-end systems



## Notifications

- customer is notified when inventory needs to be replenished
- vendor (our client) is notified when inventory needs to be replenished
- customer can review and acknowledge auto-replenishment orders



## Real-Time Data

- inventory data is available to both the customer and the vendor (our client)
- customers know how much they have on hand, on order, and can allocate stock for future use
- vendor (our client) knows how much they have on hand, on order from suppliers, and allocated to customers

## Compatible with:

- mobile devices such as phones and tablets
- scanner devices



# Results



**Stronger Vendor &  
Customer Relationship**



**Decreased  
Inventory Costs**



**Increased  
Sales and Revenue**

Our client's inventory programs are now a core feature in their sales process.

The quality of service our client provides sets them apart from other industrial distributors who have not yet focused their attention beyond the sale of products over to replenishing the customer's inventory as a value-added service.

Through the programs we helped implement, our client strengthened customer relations and improved their customer service; lowered their operating costs; and increased sales and revenue for the organization.



# Looking Forward

## A Remarkable "Win-Win" for both Client and Customers

Among the many benefits derived by our client through the use of Clear Spider's tailored inventory management solution are:

- ✓ Increased sales
- ✓ Improved delivery performance
- ✓ Decreased stock-outs (10-25%)
- ✓ Higher service levels
- ✓ Stronger vendor/ customer relationships
- ✓ Increased information transparency
- ✓ Decreased inventory write-offs/ write-downs
- ✓ Shorter lead-times (up to 50% reduction)
- ✓ Less effort for our customers
- ✓ Increased visibility into potential supply-demand mismatches
- ✓ Decreased inventory carrying costs

Within the next five years, over 250,000 companies are projected to adopt our client's vendor- and customer-managed inventory solutions.

*"Our investments have resulted in our largest market share gains and biggest increases in shareholder value in the past five years. We are committed and disciplined to find ways to invest in this business and continue this trend.*

*Together with our team members, suppliers and other businesses partners, [we] will continue to advance [our] leadership position in the MRO market by serving the professional customer better than anyone else."*

# Connect with Us!

## **Boost Efficiency, Cut Costs, and Strengthen Customer Relationships, Today!**

Discover the power of Clear Spider's Vendor Managed Inventory Solution.

**Get Started**

Today, over 100,000 companies use Clear Spider on a daily basis.

Clear Spider is a web-based inventory management solution for companies to manage either their own inventory or the inventory of their customers and suppliers. There is no hardware or software installation, so deployment is quick.

Clear Spider is easy to learn, use, and maintain.



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