

CUSTOMER SUCCESS STORY

# Grimco

## How GAINS Transformed Grimco's Supply Chain Operations



### COMPANY OVERVIEW

Founded in 1875, Grimco is a leading wholesale distributor and manufacturer of metal, vinyl, and other sign supplies, with over 65 locations across North America and the UK. It is focused on distributing quality products and providing excellent service to the sign industry.

### CHALLENGES

Before implementing GAINS, Grimco faced significant challenges with its demand planning software. These problems culminated in subpar order fulfillment rates, hovering in the low 80% range for next-day delivery, causing customer dissatisfaction and operational inefficiencies.

- ◇ **Frequent Stockouts** leading to lost sales.
- ◇ **Inaccurate Forecasting:** Legacy software failed to capture all sales data, resulting in poor forecasting.
- ◇ **Inventory Health:** Only 60-65% of Grimco's inventory was composed of core items, affecting fulfillment rates.
- ◇ **Misplaced Demand:** Demand was inaccurately placed in the wrong locations, further complicating logistics.

### TRANSFORMATION OBJECTIVES

Faced with significant challenges in their planning and inventor processes, Grimco sought a robust solution. They turned to GAINS, a decision that would prove transformative for their supply chain operations. Grimco's legacy software was

To **MOVE FORWARD FASTER** visit [www.GAINSystems.com](http://www.GAINSystems.com)

### INDUSTRY

Wholesale Distribution and Manufacturing

### SOLUTION

Inventory Optimization, Demand Planning and Forecasting

### RESULTS

- ◇ Improved order fulfillment for next-day delivery from 80% to **91-95%**
- ◇ Achieve order fulfillment rates of **98-99%**

## CUSTOMER SUCCESS



providing inaccurate demand forecasting and not capturing comprehensive sales data. This led Grimco to misalign its forecasts, leaving them out of sync with customer demand and significantly increasing the frequency of stockouts.

With the GAINS Demand Planning and Forecasting solution, Grimco used its now complete sales data to improve its forecast accuracy. This shift allowed Grimco to enhance the health of its inventory and focus on core items essential to its customers. GAINS also optimized Grimco's inventory placement. The software ensured that demand was forecasted and inventory was placed in the correct locations, preventing the misplacement of inventory that had been a major source of inefficiency.

One of the most impactful changes to come from Grimco's partnership with GAINS was the introduction of automation into the procurement process. Previously, Grimco's team had to manually process many purchase order lines, making for a lengthy labor-intensive process. By automating the process, GAINS

significantly reduces the manual workload and empowers Grimco to manage their growing business demands without needing to increase the size of the team. The Grimco team found GAINS intuitive and user-friendly, empowering Grimco's team to maximize productivity. The software's clear data presentation and intuitive interface meant that even new team members could quickly become experts. Grimco managed to not only maintain but significantly improve their operational efficiency and order fulfillment rates, ensuring their ability to meet customer demands swiftly and accurately.

"Describing GAINS as easy to use is probably an understatement and doesn't do it enough justice. GAINS is very intuitive, so much so that if we bring on someone without any purchasing experience, I feel extremely confident that we could get them up to speed quickly."— Matt Luther, Director of Supply Chain, Grimco

## RESULTS & BENEFITS

- ◇ Significantly reduced manual review by **automating 380,000** out of 650,000 purchase order lines.
- ◇ Automation allowed Grimco to **manage increased demand** without proportional team growth.