

Customer Success Story

Belron Right-Sizing Inventory and Boosting Customer Service Levels with GAINS Across the Globe

Achieving significant results from operational efficiencies and inventory optimization in a complex, multinational environment with GAINS.

- Vehicle glass repair and replacement group operating across 34 countries
- Founded in 1897
- Employs over 25,000 people
- Headquartered in Egham, Surrey, United Kingdom
- Key brands include Autoglass, Carglass, Safelite, O'Brien Autoglass, Smith & Smith, Lebeau, and Speedy Glass
- \$6B in revenue

Company Overview

Belron is a leading global vehicle glass repair and replacement group operating in 34 countries with over 25,000 employees. The company is known for its regional brands like Autoglass, Carglass, and Safelite and has a rich history of innovation and strategic acquisitions, including pioneering curved windscreen production technology.

GAINS Solutions

- Demand Planning & Forecasting
- Inventory Optimization
- Replenishment

Challenges

Belron faced significant challenges in aligning supply chain operations across its diverse geographic markets and managing the unique complexities of a multinational corporation. Each region operated independently with its own supply chain systems and processes, leading to inefficiencies and inconsistencies. The main challenges were integrating these disparate systems post-acquisition and optimizing inventory management to meet its diverse customer needs efficiently.

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Results

20%

increase in forecast accuracy

98%

of purchase orders triggered in a timely manner

20%

Legacy systems replaced with a single unified system - GAINS.

40%

decrease in lost sales

Transformation Objectives

With a clear vision for supply chain excellence and strong confidence in its collaboration with GAINS, Belron embarked on an ambitious journey to transform its global supply chain operations to achieve the service levels it desired and control costs. Managing a diverse network across 34 countries and a substantial workforce, Belron aims to centralize and optimize its supply chain processes. This strategic move was anticipated to mitigate risk, enhance inventory management, streamline operations, and ultimately elevate the customer experience. The partnership with GAINS was central to achieving these improvements and delivering the measurable results it promised, with a specific focus on leveraging advanced technology for better inventory and demand forecasting.

- Reducing worldwide inventory levels while ensuring high order fill rates
- Guaranteeing high product availability across all regions
- Elevating customer service to best-in-class standards through enhanced operational efficiency

“GAINS was a key factor in our successful advancement of our supply chain as we become more resilient, agile, and flexible to suit the complex needs of individual regions and our company at large. The solution has delivered impressive results that matter to Belron, and we expect even more as our global deployment grows...”

— Head of Supply Chain Optimization Europe, Belron

Results & Benefits



Achieving **90%** automation in sending purchase orders to vendors, allowing teams to focus on strategic tasks like vendor spend and supply chain support



Better insights led to smarter replenishment policies, resulting in less cost per PO, less reliance on shipping, and improved environmental sustainability



Making more efficient use of working capital