



CASE STUDY

Iconic American Brand Reduces Unscheduled Orders by 50 Percent

Supply Remedy Results:

- Reduced by 50%
- Improved Order Visibility
- Streamlined Order Process and Delivery
- Reduced Ad-Hoc Supply Requests
- Improved Employee Time Management

CHALLENGE

An international chain of convenience stores with more than 8,500 locations nationwide, wanted to improve its supply forecasting by increasing visibility of order histories, as well as reduce costly and troublesome orders by lowering out-of-cycle and ad-hoc supply requests.

SOLUTION

The client chose Harland Clarke for our proven ability and reputation for supporting the needs of a variety of industries, including retailers, multi-location, cash-heavy businesses.

Harland Clarke created a custom solution that addressed their unique needs and challenges. To address supply issues and improve efficiency, Harland Clarke analyzed how often each specific store needed to be restocked, and automatically shipped orders without requiring review and approval. Our custom solution also enabled bundling of orders (deposit bags + deposit tickets) and shipping them automatically.

RESULTS

Orders reduced by 50 percent and continue to improve. This critical improvement is a direct result of Harland Clarke's ability to analyze data, provide unique reporting, and consistently follow up with valuable analysis on improvements and process quality.

Adding automation to the order process and increasing data visibility freed up their internal teams to focus on their daily responsibilities.

The client cited Harland Clarke's responsiveness, proactive recommendations, and ability to "bundle" supplies as keys to their satisfaction.

Many variables impact campaign success. The information contained within this case study is provided for demonstrative purposes only. Harland Clarke does not guarantee or warrant earnings or a particular level of success with a campaign.

Learn more about how Harland Clarke can help your business improve efficiency, reduce tampering and losses, and maintain profitability.

THE HARLAND CLARKE DIFFERENCE

At Harland Clarke, a single strategy defines everything we do. We help organizations connect with their customers how, when, and where it matters throughout the entire relationship lifecycle. Our Payment and Marketing Services drive customer engagement in every relevant way across channels to increase acquisition, improve activation, deepen relationships and retain them for the long term. We are invested in giving our clients a distinct advantage in today's experience economy. With Harland Clarke as your partner, you have a single, trusted source to help advance your strategic business growth and ensure enduring success.

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