



## Driving efficiency: How AutoZone shifted gears in governance with Diligent Boards

### Company overview

AutoZone, Inc. is a leading retailer and distributor of automotive replacement parts and accessories in the United States, with a significant presence in Mexico and Brazil. Founded in 1979 and headquartered in Memphis, Tennessee, AutoZone serves both the do-it-yourself (DIY) and professional installer markets through over 6,000 stores. The company provides a wide range of products, including new and remanufactured automotive hard parts, maintenance items and non-automotive products, as well as offering diagnostic services and repair advice.

Kati Clark is the Executive Administrative Assistant (EAA) at AutoZone, where she supports the Chief Operating Officer, Senior Vice President of Store Operations and Senior Vice President of Commercial. Having been a user of Diligent Boards for more than a decade, Clark has played a pivotal role in streamlining executive-level operations, facilitating board and executive meetings and managing extensive legal and financial documentation. Recognized for her deep knowledge of the platform, she has successfully integrated it across various departments, making her an invaluable asset in ensuring efficient and well-informed executive decision-making processes.

**Company:**

AutoZone

**Industry:**

Automotive aftermarket

**Location:**

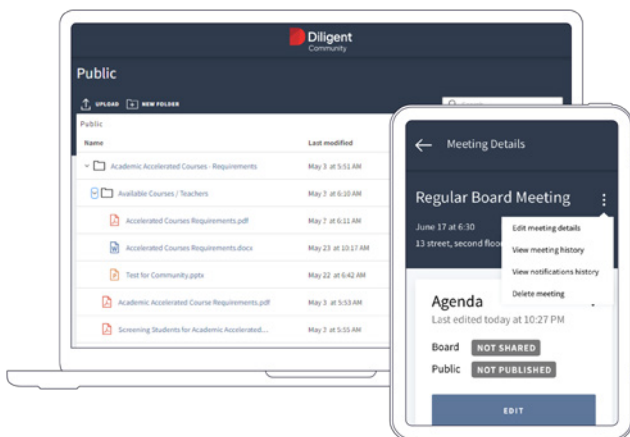
United States

## The challenge

### Navigating away from complex, manual board processes

Before adopting Diligent Boards in 2012, AutoZone's executive and board administration team grappled with the daunting task of managing and distributing extensive volumes of documents for meetings. The process involved the laborious printing of massive board books for numerous board members and executives. And as the company grew, so did the challenge of consolidating this vast amount of data. "Our board books are three to four hundred pages. We used to print those [board books] for every person. It was a complete nightmare," says Kati Clark, EAA at AutoZone.

Handling 62 markets, multiple top priorities and countless presentations from HR, finance, merchandising and legal teams meant coordinating data from numerous functional areas — a task that quickly became unmanageable using email and other scattered tools. The legacy process was chaotic and time-consuming, placing strain on both the admin team and the executives relying on up-to-date information. It became obvious that AutoZone would need a more modern, efficient system to streamline document management, enhance collaboration and ensure that the board could easily access and review crucial meeting materials.



## The solution

### Introducing a unified platform to centralize and streamline governance

Enter Diligent Boards. Over the years, the software has become an indispensable part of AutoZone's operations, transforming how executive materials are collected, organized and distributed. By leveraging Diligent's centralized platform, Clark and the executive team streamlined their processes. "Putting it on Diligent Boards allows our executives to pull up just one app and find all the documents in the order they're presented," Clark explains. This modern, intuitive system replaced the outdated and cumbersome method of manually emailing and printing documents for review.

One key feature that Clark highlights is the seamless accessibility. Rather than sorting through endless email attachments or SharePoint files, executives could now view everything directly in Diligent Boards, making annotations and flipping through documents with ease. "Instead of sending confidential documents via email, we have our board members and executives use Diligent to view the documents, which keeps security high," Clark remarks, underscoring how critical the tool had become to their workflow.

The board management software's flexibility has also catered to the company's expanding needs. "We now use it for weekly meetings, annual planning meetings for finance and merchandising, and even for our performance appraisals," Clark says. With its easy-to-use drag-and-drop functionality and ability to manage both a variety of files, Diligent offered a solution that reduced manual work while improving document organization.

## The results

### Enabling a new era of executive efficiency and productivity

The outcomes of this digital transformation were nothing short of revolutionary for AutoZone. Clark no longer had to spend time printing or distributing large board books. Instead, everything was housed in one place, drastically cutting down on preparation time and simplifying the entire process. “It’s definitely easier now. I don’t have to print a bunch of different things,” Clark notes, emphasizing how the digital platform had minimized the administrative burden.

Another stand-out benefit has been the software’s ease of use for AutoZone’s directors and executives. “It’s about making the user happy,” Clark points out. With Diligent Boards, directors can stay organized and easily access the documents they need in one centralized location. This streamlines the governance process, allowing them to focus more on strategic decision-making and less on administrative tasks. By making information retrieval effortless, the platform has enhanced overall efficiency and improved their ability to stay on top of what truly matters.

And in terms of onboarding, the process has become unrecognizably streamlined. Clark explains, “I can add a new user, and they get an email with a temporary password and links to learn everything they need to know. I don’t have to teach anyone anything.” This hands-off approach saves time and ensures a consistent onboarding experience for all new users.

“ We used to print massive board books for every person — now it’s all digital, and that’s a complete game changer. Diligent allows our executives to pull up just one app and find all the documents in the order they’re presented. Making the user happy is what it’s all about.”

Kati Clark

Executive Administrative Assistant, AutoZone

Overall, Diligent Boards has not only simplified AutoZone’s governance processes but also scaled with the company’s growing complexity. As the demands of board meetings and corporate governance increased, the software seamlessly adapted, meeting the organization where they were at each stage of their growth. By handling this increased complexity with ease, Diligent has empowered the company to focus on its continued success without being bogged down by the evolving intricacies of governance.

In this sense, the software has become an essential everyday tool that allows AutoZone to operate more efficiently and collaboratively, ultimately transforming an overwhelming, paper-heavy process into a smooth, user-friendly digital experience.

## About Diligent

Diligent is the leading GRC SaaS company, empowering more than 1 million users and 700,000 board members and leaders to make better decisions, faster. The Diligent One Platform helps organizations connect their entire GRC practice — including governance, risk, compliance, audit and ESG — to bring clarity to complex risk, stay ahead of regulatory changes and deliver impactful insights, in one consolidated view.

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