

## CASE STUDY

# How ORS Nasco Reduced Inventory by \$5M While Improving Service Levels with GAINS

### THE CHALLENGE

*Too much inventory, too many cross-shipments, not enough visibility*

With \$450 million in annual revenue and over \$66 million in on-hand inventory, ORS Nasco is the largest pure wholesale distributor of industrial, welding, safety, and MRO supplies in North America. The company operates exclusively B2B and does not sell to end consumers—making efficiency, inventory visibility, and supplier coordination absolutely critical to serving its customers.

Managing over 170,000 active SKUs across 600+ brands and 10 stocking locations, the complexity of ORS Nasco's network is immense. They process more than 600,000 sales orders and 2.2 million order lines annually, sourced from nearly 500 suppliers. The company's primary concern? Managing inventory effectively without compromising service.

They faced persistent issues:

- ◇ Excess inventory levels, tying up working capital and warehouse space
- ◇ Cross-shipments, where customer orders were fulfilled from non-preferred DCs, increasing freight costs and delivery times
- ◇ A reactive, manual purchasing process that left little time for strategic buying

ORS Nasco set out with a clear mission:

**Reduce inventory. Increase service levels. Eliminate costly cross-shipments.**

"Continuous improvement is the journey – GAINS helps us predict variability and plan for sustainable growth."

– Shane McCarthy,  
COO at ORS Nasco



**ORS Nasco**

#### WEBSITE

[www.orsnasco.com](http://www.orsnasco.com)

#### INDUSTRY

Industrial Supplies and Parts

#### VERTICAL

Distributor

#### HEADQUARTERS

Tulsa, OK, United States



## THE SOLUTION

*A fast-track to forecast-first planning and smarter procurement*

To tackle these challenges, ORS Nasco partnered with GAINS to implement demand planning, inventory optimization, and replenishment planning tools – all within a six-month timeline.

### Building a Forecast-First Culture

A key shift was moving from reactive purchasing to monthly demand planning workflows. With GAINS, ORS Nasco now generates and refines forecasts at the SKU-location level using the GAINS Forecast Summary, which helps planners and executives identify SKUs with significant changes to annual revenue or demand patterns.

### Smarter, Hands-Off Replenishment

With trusted forecasts in place, GAINS drives auto-approval of 100% of recommended replenishment orders, allowing buyers to execute with confidence and focus on exceptions. Using the Order Builder, buyers now spend their time reviewing strategic buys and transfer orders—not crunching numbers.

GAINS also introduced intelligent workflows for:

- ◇ **Inventory sharing suggestions** across locations to balance stock
- ◇ **Ad-hoc cross-docking** to merge shipments and reduce handling
- ◇ **Strategic buying tools** that support large, opportunistic purchases—like the company’s first-ever \$2M order placed through GAINS with 3M

### Visibility That Drives Confidence

From buyers to executives, ORS Nasco now benefits from GAINS’ user-friendly dashboards. Forecasts, performance metrics, and inventory movements are all accessible at a glance—leading to smarter decisions and greater alignment across the business.

## THE RESULTS

*\$5M in inventory savings, better fulfillment, and empowered teams*

### ◇ **\$5 million reduction in inventory**

Through optimized forecasting, smarter replenishment, and better visibility, ORS Nasco shed \$5M in excess inventory—freeing up working capital while improving service.

### ◇ **More strategic buying**

With GAINS opportunity purchasing tools, ORS executed a successful \$2M strategic buy from 3M during go-live—proving they could plan big with confidence.

### ◇ **Streamlined procurement**

The system eliminated manual busywork for buyers, empowering them to focus on value-added tasks like exception management and supplier negotiation.

### ◇ **Improved service and fulfillment**

Cross-shipments and split orders declined, as GAINS helped ensure the right inventory was in the right place at the right time.

### ◇ **Performance metrics that matter**

ORS Nasco now tracks key indicators like non-ideal shipments and receipt reductions—fueling a culture of continuous improvement.

“When you meet with GAINS, you get experienced supply chain leaders. They understand your metrics, your goals, your reality.”

— Shane McCarthy, COO at ORS Nasco

## WHY GAINS?

*Powerful optimization, intuitive tools, and a partner that delivers*

ORS Nasco wasn't just looking for software. They needed a partner that could provide supply chain expertise and tools that adapted to their business. GAINS delivered. The solution offered a rare balance: powerful configurability and an intuitive interface that buyers genuinely enjoy using. From auto-approvals to strategic dashboards, GAINS empowered both day-to-day users and executive leadership.

ORS Nasco chose GAINS for three critical reasons:

### 1. **Configurability and usability**

GAINS' intuitive UI gave ORS buyers a system they could adopt quickly—and customize to their specific needs. With 10 core users managing nearly half a million SKUs, flexibility was non-negotiable.

### 2. **Vendor-aware intelligence**

GAINS made it easy to build supplier constraints (like lead times, MOQs, and temporary SKUs) into replenishment logic—ensuring orders were both smart and supplier-compliant.

### 3. **Constrained service level optimization**

GAINS doesn't just optimize for inventory—it optimizes for results. Using constrained service level modeling, the platform continuously balances inventory investments with the service expectations ORS Nasco promises its customers.

## WORKING WITH GAINS

*A collaborative, hands-on partnership that drove fast results*

From the beginning, ORS Nasco approached the project with urgency, clarity, and a willingness to trust expert guidance. GAINS responded with a hands-on, collaborative approach—partnering closely with ORS to handle complex challenges like:

Demand assignment logic for cross-shipped orders, ensuring forecasts reflect the true DC-level demand

Integration of temporary SKUs into vendor constraints without distorting overall plans

Support for large-scale, end-of-year buys that maximize rebates without inflating inventory

Despite the scope and scale of ORS Nasco's operations, the GAINS implementation team delivered a working solution in just six months—with a “go live and go big” mentality that led to immediate ROI.

Together, we didn't just implement software — we redefined what inventory and replenishment planning could look like at scale.

“The GAINS team is always there to help us meet and address every challenge. We have great discussions, we throw out ideas—it really is a true partnership, and we truly appreciate them for that.”  
— Nancy Osborn, VP of Inventory and Supply Chain at ORS Nasco

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