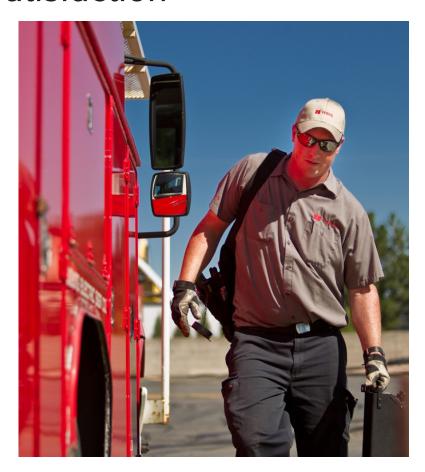# MᴀʀɢɪɴPᴏɪɴᴛ

Service Provider Automates Replenishment and Improves Customer Satisfaction

> *"It's now rare that our techs don't complete the job because they didn't have the right part."*
>
> Scott Eyler, Pruchasing Manager, YESCO Delaware

Customer Profile

YESCO.

Industry: Sign & Lighting Service

Location: New Castle, DE

Employees: 45
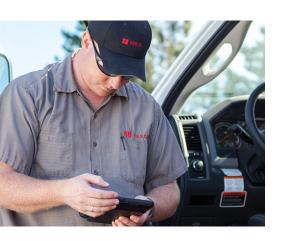
Website: yesco.com/delaware

Business Need

Founded in 1920, YESCO has been setting the standard for quality, innovation, and customer service in the sign-making industry. YESCO Delaware began serving Delaware, Maryland, and parts of Pennsylvania in 2012. Their skilled technicians are trained to address the sign and lighting needs of local businesses, whether its maintenance, service, or repair.

Years of growth and the addition of technicians brought with it the pressing need to control ballooning material costs. The existing process of visually reviewing and manually updating spreadsheets to determine replenishment needs was time consuming and ineffective. This process, coupled with a large service area, led to thin margins for error when it came to having the right parts to finish the job on time.

YESCO Delaware's main goal in finding a new solution was to achieve full inventory control across their often spread-out stocking locations. The company needed an easy-to-use solution that could fit into their normal day to day process and allow their technicians to track inventory transactions in real time while eliminating existing time draining manual processes including unplanned trips to their suppliers. "One of the main goals of having MarginPoint was to eliminate the times that we had to turn around and go back because we didn't have the right part on the truck, now the trucks are stocked to where they've got all the parts we need," said YESCO Delaware's Purchasing Manager, Scott Eyler.

Solution

MarginPoint's cloud-based Mobile Inventory management solution, which helps contractors manage inventory replenishment, optimize business processes and drive revenue.

Benefits

Improved Inventory Control and Visibility

YESCO Delaware had no way of knowing exactly what inventory they had between their warehouse and their fleet of trucks. With MarginPoint Mobile Inventory, the company has been able to prevent excess material from building up on trucks or in the warehouse – freeing up precious capital that can be useful elsewhere in the business. The mobile app has saved countless hours for the technicians who can now quickly perform transactions in the field to keep the inventory levels accurate and up to date while the Backoffice can monitor from any web browser.

Automated Replenishment

Prior to using MarginPoint, an employee would have to manually count the warehouse inventory and the techs would have to write down what they used to know what to reorder. There were few checks on what or how much material was reordered. This often led to duplicate orders with material not getting where it needed to go. MarginPoint has been able to automate material demand on a schedule and notify the Backoffice what needs to be reordered and from which supplier based on actual usage and set minimum and maximum inventory levels. "It just makes it a lot easier than when you're standing there blind and not really sure what you need. You can never remember everything," Eyler said. Leveraging MarginPoint's batch replenishment, YESCO Delaware has reduced their total number of purchase orders and they can match their supplier's delivery schedule to eliminate lags in lead time.

Improved Customer Satisfaction

YESCO Delaware's customers have come to expect the technician to diagnose and complete the job quickly. With their expansive territory that they cover, it's imperative that their trucks are properly stocked, and this was a challenge before utilizing MarginPoint to prevent stockouts. When asked how often their technicians would have to go to the supply house Scott Eyler replied, "I'd say several times a week often – quite a bit." Those costly trips are harmful in numerous ways including the lost hours of productivity when the tech leaves the jobsite but also the uncontrolled spend that leads to excess or duplicate purchases. Often lost in the mix is the perception of the customer that the service provider is not adequately prepared, which threatens to diminish customer satisfaction. MarginPoint ensures that the trucks remain fully stocked so the technicians can complete the job the first time.

Results

YESCO Delaware implemented MarginPoint's inventory solution in September of 2020. After approximately seventeen months of using the software, YESCO Delaware experienced dramatic improvements in:

> Inventory Control and Visibility

> Inventory Replenishment

> Job Completion and Customer Satisfaction

Eyler said, "It's now rare that our techs don't complete the job because they didn't have the right part." He also described the excellent implementation support he received from the team at MarginPoint. "Anytime I needed somebody, or I had a question about anything, they were there to help me, walk me through everything, and make sure I know what I was doing. It didn't matter if I called once or fifteen times a day, they'd answer the phone."

"My implementation consultant knew the software inside and out, and is always there to answer my questions. It's really made it easy."

About MarginPoint

MarginPoint is a leading provider of mobile-enabled, collaborative inventory management solutions for organizations. Hundreds of companies rely on MarginPoint solutions every day to manage their inventory replenishment, optimize business processes, and drive revenue. The company's cloud-based delivery model enables customers to rapidly deploy the solution without any significant upfront investment, connect to their suppliers and begin reducing the cumbersome processes and expenses associated with optimizing their material inventory.

Learn more or request a demo at marginpoint.com.