

CASE STUDY: SERVICE AMERICA

\$900K+ Savings Across 100 Service Trucks

How eTurns TrackStock Automated Replenishment App reduced theft, slashed inventory levels by 30%, dramatically increased inventory accuracy, and produced six-figure savings for a Florida service repair contractor.

FOR YEARS, FORT LAUDERDALE, FLA.-BASED WARRANTY contractor Service America relied on a tier-one ERP inventory tracking system. That system was “like we were back in the Stone Age, writing our part numbers on tablets with a chisel and hammer,” said Carlos Echazabal, who served as the company’s senior director of operations.

When the company decided to modernize, it evaluated numerous automated inventory replenishment apps. eTurns TrackStock quickly became the clear choice, Echazabal said. “What eTurns offered was a barcode scanning app that was lightweight and powerful. It did not require a lot of IT department integration, and we didn’t have to hire people to write script and change our procedures. It gave us a very quick turnaround.”

So quick, in fact, that the company was able to implement TrackStock on all 100 of its service vehicles in just five months. And the benefits were obvious almost immediately. Those benefits included:

- **Inventory accuracy improved by more than 45 percent.** Within the first year, inventory accuracy on the company’s service trucks soared from about 35 percent to over 80 percent.
- **Truck inventory levels decreased by more than 30 percent.** “Before eTurns, we had overstock on our trucks because we didn’t know what we would need and when,” Echazabal said. “Our inventory on each truck was at \$20,000 and we were able to reduce it to \$14,000.”
- **Warehouse inventory decreased by more than 45 percent.** As a result of decreasing the inventory on the trucks, the company’s warehouse inventory was reduced from roughly \$1.6 million to \$875,000. Service America’s annual carrying costs fell by \$131,250.

- **Theft reduction.** Wide discrepancies between inventory counts and reality meant some unscrupulous technicians were able to use excess or improperly counted inventory for side jobs. The eTurns system provided what Echazabal called a watchdog to prevent theft. “On a job site, they would have to key in the service order and then all the items that they scanned would be pulled on to that job.”
- **Significant cost savings.** One of the greatest benefits Service America enjoyed from implementing the eTurns app was greater efficiency, which saved the company hundreds of thousands of dollars.

The eTurns app automates re-ordering and optimizes inventory levels by tracking use with barcode scans and setting re-order points.

“Once we started using eTurns, we uploaded all our materials and assigned to each our preferred vendor. So, when I hit an ROP (Re-Order Point), eTurns automatically detects it, and it automatically creates a PO,” Echazabal said.

That automation helped eliminate stockouts and saved the staff a lot of time. Originally, the company had eight buyers who ran restocking reports, picked up the parts needed, created POs and sent them to vendors. After implementing the eTurns system, Service America was able to re-deploy all but one buyer to other roles where they had staff shortages.

Because technicians began receiving parts directly from vendors, Service America was able to stop renting off-site storage facilities – an annual savings of \$12,600. But the biggest savings came from no longer needing overnight couriers – which had cost \$250,000 a year. 📦

CASE STUDY: SMILEBUILDERZ

70% Less Time Spent on Inventory Replenishment

How eTurns TrackStock Automated Replenishment App with barcode scanning helped a large dental practice gain insight into its inventory, enabling it to control costs and optimize inventory levels to better serve patients.

WITH MORE THAN \$30,000 TO \$40,000 IN INVENTORY typically on hand at each of three offices in southeastern Pennsylvania, Smilebuilderz, a provider of dental, orthodontic and oral surgery services, found controlling inventory and containing costs to be an ongoing challenge. “‘Are we carrying too much of the wrong product? Are we not carrying enough of the product we need?’ We needed to get data to reduce costs and have greater inventory control,” said Joe Romero, Smilebuilderz’ Procurement and Project Manager.

A representative of health care products distributor Henry Schein Inc., brought up inventory systems. “He asked me point blank, ‘Are you happy with your current replenishment software? Are you getting enough data? Is it efficient?’ To all those questions, I answered, ‘No, no, and no,’” Romero said.

The representative recommended eTurns’ TrackStock automated replenishment app that uses a phone’s camera to scan barcodes to count, order and optimize inventory.

Romero needed a system that would integrate data from more than 20 vendors and allow the practice to order, track and replenish inventory from all those suppliers. Good news: The ability to replenish inventory from multiple suppliers is a linchpin of the eTurns system.

Benefits included:

- **Time spent on inventory replenishment decreased 70 percent.** In the first months after implementing TrackStock, Smilebuilderz’s inventory controller reported a decrease of 70 percent in time spent managing inventory. That frees her to do other work, including fine-tuning the eTurns dashboard.
- **Manual inventory counts went away.** Smilebuilderz uses eTurns TrackStock for a weekly, monthly and quarterly count, as well as every six months. Previously, counts meant spreadsheets, hand counting
- **and hand calculating.** They now scan items with the TrackStock mobile app, recording location, supplier, package quantity and other attributes. “I don’t need as many people to do it, and I don’t pay overtime.”
- **Flexibility in reporting improved.** The old software could only deliver canned reports, but the practice needed to generate customized inventory reports. eTurns TrackStock’s user-defined fields allow him to assign inventory to cost centers, departments or order cycles. While the old software could assign inventory to one location, eTurns can assign inventory to a drawer within a shelf within a cabinet within a room.
- **Control of medications increased.** With eTurns, Smilebuilderz can precisely track arrival, usage and storage of all medications. “With controlled substances, you really need to understand exactly what’s coming in and going out,” Romero said.
- **Inventory better reflected usage and need.** Romero now can adjust levels to better reflect actual usage and need. “It calculates your minimum and maximum, and then you can adjust your range as far as where you want to be, and do that across multiple items. That is big. I could not make a change in levels across multiple SKUs with our previous software.”
- **Optimization drove cost savings.** “We can now with the eTurns dashboard get one glance that tells us if we are at optimization. We see now a lot of areas where we aren’t at optimization, and visually I can see that there is cost reduction very soon down the road.”

Romero said Smilebuilderz is realizing significant savings, both in labor and in more targeted inventory spending. His next focus: assessing seasonal fluctuations, another benefit of eTurns. 📊