

A faint, light blue network diagram is visible in the background of the top half of the page. It consists of several circular nodes connected by straight lines, forming a complex web-like structure that suggests a supply chain or network connectivity.

Achieve Full Supply Chain Visibility WITH CLEAR SPIDER



CASE STUDY

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Quick Facts



Telecommunications
Company



Annual Revenue of
\$100 Million+



750+ Employees

Challenge

Low Visibility + High Lead Times = Lost Sales + Poor Customer Satisfaction

Solution

- ✓ Inventory and Control Management
- ✓ Warehouse Inventory Management
- ✓ Returns and Testing Module Shipping
- ✓ Integrations
- ✓ Financial Tracking Module

Results

- ✓ 100% Visibility Achieved
- ✓ 99% Reduced Delays
- ✓ Millions of Dollars Saved
- ✓ 100% Elimination of Backlogs

About Our Client

The leading telecommunications services alternative in Canada that...



...provides residential, business, and wholesale telecommunications to more than 350,000 Canadians, without the unfair restriction and fees imposed by the other large companies.



Founded in 1998, our client has since been:

- Ranked as Canada's #1 ISP on DSLReports for 5 years running.
- Named one of Canada's Fastest Growing Companies by Profit 100.
- Awarded the title of Toronto's Best ISP by NOW Toronto! for 8 years running.

No Visibility Before Clear Spider

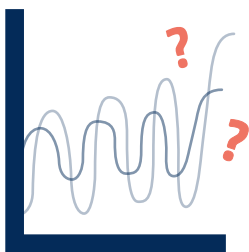
After years of tracking their inventory manually, our client found themselves at risk of suffering some big losses. With poor visibility of their supply chain processes, our client was struggling to make effective data-driven decisions that would boost and sustain their growth.

Before Clear Spider, our client's team was struggling with:



Inaccurate Data

Our client was tracking everything manually using Excel spreadsheets. Manual processes are both highly inefficient and full of human error. These poor tracking practices led to physical inventory counts not matching expectations, month after month.



Unpredictable Demand

Our client was unable to accurately forecast and keep up with demand. When your inventory is not being properly tracked, it's impossible to make accurate predictions about how much inventory to have on hand.



Lost Sales and Poor Customer Satisfaction

Our client was facing lead times of up to 1 year because of their inaccurate forecasting. This led to lost sales and poor customer satisfaction when they did not have the correct item in stock.

What They Needed



Our client's process was particularly complex. This introduced unique challenges that their inventory management system would need to be able to solve.

They needed a system whose functionality could extend beyond just tracking inventory through their supply chain.

They needed to:

1. Track Asset Depreciation

Our client has thousands of customers carrying their assets at any given time. Since this inventory is being rented by their customers, it depreciates in value while it's out in the field. With no way of tracking this depreciation, they had no way of measuring the current value of their assets.

2. Track Return Screening and Processing

Our client was also processing their returns manually and there was zero visibility into this process. When inventory was returned by customers, it needed to be screened and tested for any defects. Not only were they not able to see what stage of the return process an item was at, but they also did not know whether any defects were found or whether an item needed to be marked for disposal.

Our client was looking for a solution that was powerful enough to handle their specialized needs.

Why Clear Spider?

Our client's team was committed to implementing a solution that was designed to meet the specific and complex needs of their processes. After comparing the various solutions on the market, it was clear they had two choices:

Build An Internal Solution

Pros

- ✓ Strong internal Research and Development team
- ✓ First-hand knowledge of their processes

Cons

- ✗ Not inventory management experts
- ✗ Employees' focus will shift away from internal projects toward inventory management
- ✗ Resource-intensive process required to build a system from scratch
- ✗ Costly system maintenance and upgrades required regularly
- ✗ No guarantee to deliver specialized functions that meet their needs

Implement Clear Spider's Cloud-Based Inventory Management System

Pros

Flexibility

- ✓ Accommodates any level of supply chain complexity
- ✓ Back-end processes tailored to seamlessly match any workflow
- ✓ Adapts to current and future organizational needs to accommodate growth

A Dedicated Inventory and Warehouse Management Tool

- ✓ Built by experts in inventory management
- ✓ Most powerful, flexible and integrated inventory tracking solution
- ✓ Constantly monitored, maintained and updated by Clear Spider developers

Cons

- ✗ Familiarizing Clear Spider's inventory experts with client's unique workflow

Knowing they needed a solution that was as flexible as it was powerful, our client was eager to start working with Clear Spider's team of inventory management experts.

System Implementation

Smoothly transitioning our client's complex workflow from fully manual to automated processes required extensive planning and preparation. Clear Spider's team of industry experts was up for the challenge. Implementation took place in 2 phases:

Phase 1: Clear Spider's Inventory Management and Control Solution

Our client's workflow consisted of several complex processes that made it difficult to manually keep track of their inventory. To solve this problem, Clear Spider configured our client's inventory management solution to mirror their workflow and automate each of their processes.



Set Up Warehouse Inventory Management

Clear Spider's system uses unique serial numbers to track each item in our client's inventory as it moves through several processes including:

- Arrival at our client's receiving dock
- Storage within our client's onsite warehouse
- Move inventory from one area to another as it is being prepared for order fulfillment
- Order fulfillment and shipping to the customer's location



Developed a Returns and Testing Module

To give our client full visibility into their return processes, this module was developed and provides updates about:

- The exact time returns were received by our client
- When an item was in the returns testing process
- When testing was complete
- What, if any, defects were found for each returned item
- Defective items that were marked as unusable
- RMA process for devices under manufacturer warranty
- When these items had been disposed of

System Implementation



Added Shipping Integrations

Clear Spider integrated their inventory solution with Canada Post and Canpar to allow our client to continue to track the movement of their inventory after it left the warehouse, as well as to generate shipping manifests. The system was updated when:

- Items left our client's warehouse
- Items arrived at customer locations
- Items left customer locations to be returned to our client
- Return items had arrived back at our client's warehouse

Phase 2: Expanding Functionality to Include Financial Tracking

Our client's inventory consists of items that are rented by their customers for a period of time. As their items are out in the field, their value depreciates. Our client had no way of tracking this depreciation until they worked with Clear Spider to develop a financial tracking tool within their inventory tracking system.



Developed a Financial Tracking Module

This new module provided our client with real-time tracking of asset depreciation and full visibility into their current net book value (NBV) of in stock and in field inventory, with automated month end reporting. Clear Spider was tracking each item by its unique serial number, providing real-time updates about:

- The price of each item when it was originally purchased by our client
- The depreciation of each item
- The exact moment each item is returned to our client and depreciation stops

"A dream for the finance of the company is that in real-time, every day they have an updated network value of their assets in the field and in the warehouse."

Results

“Better than my expectations.”



Over 99% Reduction In Data Retrieval Delays

Automating our client's processes reduced the time employees spent on various tasks and increased their efficiency.



Millions of Dollars Saved

Full visibility into their returns processes allowed our client to save money by using their assets more effectively.



100% Elimination Of Returns Processing Backlog

Our client had a backlog of up to 7 days of unprocessed returns. With their Returns and Testing module, they were able to get and stay up to date on processing their returned inventory.



100% Visibility Achieved

“...the discrepancy in the inventory count versus the expectation definitely improved dramatically since we implemented Clear Spider.”

New Project Underway

With the incredible success of Phase 1 and 2, our client turned to Clear Spider for support in their next project: building and installing fibre cable technology.

For Phase 3, Clear Spider is setting up an internal tracking solution which includes lot control and tracking inventory from vendor dispatch to delivery at each installation site.



We've Got What You Need

A fully customizable, cloud-based inventory management system.

Explore our powerful yet simple solutions that are trusted by over 100,000 companies today. Designed to improve the way you manage your inventory, Clear Spider gives you 24/7 access to real-time inventory data.

Contact us today to start overcoming your inventory challenges!

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