

## CASE STUDY: Graybar

***"The processing and sync speeds are just outstanding. About 80% of the app and the full inventory is in the handheld, so other devices got hung up. Not Janam's."***

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Industry:	Supply chain and logistics
Application:	Inventory management
Challenge:	Equip customers with a small, easy to use, rugged device that makes SaaS application simple and convenient
Solution:	Janam rugged mobile computers and eTurns inventory management software

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### Point-of-Use Inventory Ensures the Right Materials are at the Right Place at the Right Time

Three little words that nobody wants to see: Out of Stock. If you're a consumer, it's disappointing. If you're a manufacturer, it can be devastating, especially if you need that out of stock item to keep your assembly line running. And if you're the supplier of the out of stock item, you just missed a sale and possibly lost a customer. From carrying costs to out-of-stock costs, inventory management directly affects the bottom line. For many companies, the last ten feet of the supply chain or point of use (POU) can be a most crucial stage. Graybar recognizes the value of POU inventory, and thanks to its SmartStock Select Inventory Management Solution, many of its customers do too.

Graybar, a leader in the distribution of high quality electrical communications and networking products specializing in related supply chain management and logistics services, offers its customers inventory management solutions designed to streamline processes at the POU. Graybar SmartStock Select, a simple yet sophisticated inventory management system is the flagship of the Graybar SmartStock program. Powered by eTurns, Graybar SmartStock Select puts Janam rugged PDAs to work for customers at their POU activity zones. With Janam's rugged handhelds running eTurns' inventory control SaaS, Graybar customers scan inventory items at the POU and gain visibility to information on quantity, status, location, and history of inventory. Using the SmartStock Select system to monitor parts levels, Graybar customers can reduce inventory levels by up to 40% *and* maximize savings in time, effort and money.

While inventory items at the POU are often inexpensive or commodity products, the cost of a production line shutting down from a stock-out or an inoperable machine is prohibitive. To protect against stock-outs and maximize operational efficiency, the SmartStock Select inventory management solution also closes the information gap between Graybar and its customers with automatic measurement and replenishment reports. When inventory levels at a customer site are reduced to a pre-determined re-order level, the system generates an electronic suggested order that can be approved with a single tap on the Janam handheld's touchscreen. Graybar's system is then prompted to prepare and ship the order. The eTurns solution streamlines processes, optimizes inventory and maximizes service levels enabling Graybar to ensure the right materials are at the right place at the right time.

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*"We were particularly impressed with the ruggedness of Janam devices. In the past, customers dropped [competitor's device] and the screen cracked just about every time. Janam's do not, and that makes a big difference for us, Graybar and their end user customers."*

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*— Rock Rockwell, eTurns*



Graybar SmartStock Select makes inventory management at the point of use efficient and easy.

## The Mobile Inventory Solution That Sells Itself.

"Implementation was a breeze, carrying costs are down and our overall inventory management process has become more efficient than we even expected."

**Graybar SmartStock Select** is a high-tech strategy for building efficient and cost effective inventory. With it, customers are able to:

- Reduce inventory costs
- Optimize procurement processes
- Avoid stock-outs and costly downtime
- Manage entire inventories (Graybar and non-Graybar items)
- Improve efficiency with custom tracking and reporting

## CRITERIA AND OBSERVATIONS

### » Processing speed

Because large amounts of data are transferred, processing speed is important. Janam's handhelds' processing performance is remarkably fast and the USB sync speed is far better than other devices.

### » Ruggedness

The handhelds are used in all types of environments and often get dropped or fall from work surfaces. Ruggedness is therefore a must. Janam's devices are sealed to IP54 standards and survive drops on all sides across a wide range of temperatures. With Janam devices, customer downtime and repair costs have dropped significantly.

### » Barcode scanning

Customers are scanning inventory bins and all types of items as part of their work process. Janam handhelds' omnidirectional barcode scanning capability increases speed, productivity and user acceptance.

### » Display size and touch screen functionality

Display size is important because the application's data and options should be presented in a comfortably readable font size. Touch screen functionality ties with this because action items must be well-spaced and easily selectable. The display size and touch-screen performance of the Janam devices proved to be of highest quality. Plus, the Janam devices are smaller and lighter than other devices with the same size display, so user comfort is further enhanced.

## About Graybar

Graybar, a Fortune 500 corporation and one of the largest employee-owned companies in North America, is a leader in the distribution of high quality electrical, communications and data networking products, and specializes in related supply chain management and logistics services. Through its network of nearly 240 North American distribution facilities, it stocks and sells products from thousands of manufacturers, helping its customers power, network and secure their facilities with speed, intelligence and efficiency. For more information, visit [www.graybar.com](http://www.graybar.com) or call 1-800-GRAYBAR.

## About eTurns

eTurns, Inc. is a Software-as-a-Service (SaaS) provider of lean remote stockroom management solutions. Founded in 1994, eTurns has hundreds of satisfied customers in industries where it is critical to have good inventory management at the last step of the supply chain: the point-of-use. No matter what a company's approach is to inventory ownership, inventory location or inventory replenishment, eTurns can accommodate the method and automate the process of tracking and replenishing inventory at the POU. Industries that can benefit most from eTurns' service include: manufacturers; suppliers and wholesale distributors of commodity but critical parts (electrical, electronic, fasteners, wire, industrial, MRO/spare parts, etc); food service; and fleet maintenance. For more information, visit [www.eturns.com](http://www.eturns.com) or call 949-265-2626.