

Case Study

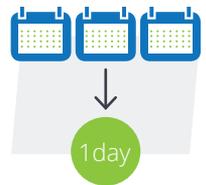
Improving Stock-On-Hand Accuracy

Kirkland's

“Our stores love the self-scan process. The biggest compliment we have heard is they enjoy having full control over their own inventory process.”



For years, Kirkland's utilized 3rd party companies to assist with their annual inventory counting. But in 2015, the company was eager for a change. The goal was simple: to reduce the length of time it took to perform annual inventory counts. “We are able to shorten the length of time for store inventory from several weeks to one day with Datascan,” explained Eric Williams, Regional Loss Prevention Manager for Kirkland's. “In addition, our stores know our product better than anyone. Utilizing our own associates has improved the process and cut inventory counting time considerably.”



As with any change, there was an expected transition and learning curve associated with the shift to Datascan. The stores did have apprehension to switching to self-scan because they didn't understand the process. Once the scanners and equipment arrived at the stores, they quickly realized it was a seamless transition to self-scan and it all made perfect sense to them. “The process has become more successful with every cycle and was simple to implement from the beginning.”



As time has passed, Kirkland's has successfully developed its own "Best Practices" around inventory counting with Datascan. In fact, the inventory process has become significantly more efficient now that self-scan has been fully integrated into their inventory process. "Having our stores embrace Datascan has been the biggest benefit to switching to self-scan, plus we save time." With the ease and simplicity of the self-scan process, Kirkland's has benefited greatly from the customizable reporting options that are available to them. "We are able to better predict and analyze how things are going with inventory and what we should change by referencing and studying these custom reports. Kirkland's can better plan and execute store inventories at the store level while making valuable changes to our process based on the data that is collected and delivered by Datascan."



In addition to better planning, the Kirkland's team re-iterated how the Datascan team is always willing to do whatever it takes to please their customers. "The Datascan team is worth its weight in gold from an operational standpoint. We really appreciate and value the support and caliber of customer service Datascan provides to us during our self-scan inventory process," stated Byron Coleman, Director of Loss Prevention. "Datascan has more than delivered time and time again".



"The Datascan team is exceptional at working with us to provide the information we request from an inventory count - every time."

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