

CASE STUDY

ATWOODS RANCH & HOME

Atwoods transformed their inventory process by adopting Datascan's self-scan approach.



OVERVIEW

From a single store in Enid, Oklahoma in 1959, Atwoods has grown to more than 70 stores and 1,400 employees across 5 states. Yet, their mission has remained the same: support the farm and ranch community with a variety of merchandise at great prices. Atwoods knew that delivering on this mission requires accurate inventory records, but using two outside inventory vendors was challenging and didn't produce the results they needed.

CHALLENGE

The Atwoods inventory management team was frustrated and needed a change. They were using two different third-party companies to count their store merchandise and weren't happy with the results. "There were a lot of difficulties in using two outside agencies, because each had different practices. There wasn't much consistency, files had to be created in different ways, and we just weren't satisfied with the results we were getting," says Atwoods Inventory Analyst, David Crosby. "We felt there was a better way, with less frustration in scheduling counts and better results. And we thought we could also save money," he added.

In 2018, Atwoods knew it was time for a change and called Datascan.

OBJECTIVES



Flexibility

Schedule counts at times convenient for the stores and adjust the schedule as needed



File Compatibility

Transfer files to and from the Atwoods system without any additional file manipulation



Control

Manage the entire process, using store personnel to count and having the ability to monitor count progress from start to finish



Time and Cost Savings

Reduce the time, effort and expense required to conduct a count

SOLUTION

After using the Datascan solution to perform counts in five stores in 2018, Atwoods decided to roll-out self-scan to all stores in 2019.

According to Crosby, “the time and money put in to prepare the stores for inventory is much less, and the flexibility in scheduling has really helped us, especially during all the uncertainty around the pandemic.”

The self-scan process was new to the company, but they believed they would achieve better count accuracy with their own people who were more familiar with the store merchandise. Utilizing the training videos and pre-count checklist on Datascan's DART website, Atwoods was able to fully prepare their store managers and associates to conduct the count. Additionally, they found the Datascan equipment easy to set up and use, even for associates who are less comfortable with technology. Associates reported that, in the few instances where they had an issue, a quick call to Datascan support resolved it, and they could get right back to work.

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David Crosby
Inventory Manager
Atwoods

RESULT

After completing four annual counts with Datascan, Atwoods is more than happy with their decision to change their inventory process. “The results, flexibility and cost savings were the biggest factors for us. I no longer have to manipulate files to transfer data to or from the inventory vendor, and if I have a question or need to reschedule counts, a quick call to Stephanie gets it done,” says Crosby, referring to his dedicated Datascan Customer Success Manager, Stephanie Parkhill.

“It's been a great experience working with Atwoods to customize a solution that meets their needs now and can grow with them. Our next step is to dive into the data. With our new analytics tools, Datascan will be able to deliver powerful data back to Atwoods, helping them make the best decisions for their business,” adds Parkhill.