

# Global Supply Chain as a Service

## Zones overhauled an auto service company's supply chain and more than doubled their rate of growth.

An American auto services company was growing fast and was looking to increase their number of stores across the country drastically. Not only that, but they were also looking to extend their reach into Canada. However, the client's resources were not prepared to handle expansion at such a scale and rate. The client had worked with Zones previously, so they reached out again to improve their rate of store rollouts. Zones' team members had the program and project management expertise the client needed. They utilized their enterprise, ZonesConnect, and Global Supply Chain as a Service (GSCaaS) offerings to significantly reduce the time it took to receive the product they needed, prepare for opening, and open. Zones then held knowledge transfer sessions to educate the client's resources on the tools and techniques they need to handle their rollouts moving forward. Thanks to Zones' service offerings and solutions, the client increased their rate of store openings across the US from 50 stores a year to 130. Plus, they also opened 115 locations in Canada, beginning their international expansion. The client still utilizes Zones' tools and GSCaaS to continue development now and in the future.



### CHALLENGE

- The client was experiencing rapid growth and was looking to open new stores across the US and Canada.
- They couldn't afford downtime; new stores needed to be opened rapidly.
- The client's resources lacked the necessary program and project management experience to lead store rollouts at the level they needed.



### SOLUTION

- Zones project managed the opening of new stores across North America.
- Zones' project execution tools, including enterprise and ZonesConnect, were leveraged to provide visibility and keep the rollouts moving quickly.
- The client utilized Zones' Global Supply Chain as a Service (GSCaaS) offering to quickly ship and deliver products necessary for store openings.
- Knowledge transfer to educate the client's resources on rollout best practices and Zones tools.



### RESULTS

- Prior to reaching out to Zones, the client was opening 50 sites per year across the US. That number has now increased to 130.
- Zones also assisted the client in opening 115 locations in Canada, its first locations outside of the US.
- Zones' ability to quickly deliver product and assist in rollouts allowed the client to open stores in a shorter amount of time with no loss of revenue.

Consider **IT done.** Visit [zones.com](https://zones.com) or call **800.408.ZONES** today.

### THE CHALLENGE

The client is an American auto parts distributor and services company with locations across the United States. They had entered a period of substantial growth and made plans to dramatically expand their reach by ramping up store openings across the country. In addition, the client was also looking to open stores internationally, starting with Canada.

This was the first time the client had experienced this much growth. As a result, their resources were not equipped to move at the pace they had envisioned, with little in the way of program and project management experience. They also couldn't afford a lot of downtime - if they were going to take advantage of this period of prosperity, they needed to act fast. With this much at stake, the client knew they needed a solutions provider like Zones.

### THE SOLUTION

The client had worked with Zones previously, so they reached out again to improve their rate of store rollouts. Because of the client's inexperience in project management, Zones took point in improving the client's supply chain and rollout process. Zones leveraged their Global Supply Chain as a Service (GSCaaS) offering, a complete, repeatable shipping and support solution, to streamline the client's delivery process. With GSCaaS, the client had the product they needed, whenever and wherever they needed it. Once Zones streamlined the client's supply chain, they utilized their nterprise and ZonesConnect project execution tools to improve the rate at which the client could open the stores. These tools gave the project managers and the client total visibility into the process. They could see which resources were being utilized, where, and how; what product was being ordered for what locations, and more. In addition, Zones also held several knowledge transfer sessions with the client's resources on Zones' tools and services and best practices for future rollouts. With this knowledge, the client hopes to be able to handle future growth on its own.



We had entered into a really exciting growth period, but our vision exceeded our means, and we needed a partner to help us achieve everything we wanted to. Not only did Zones really speed up our processes, but they worked closely with our team to make sure we had the tools and experience we needed to keep it up.

*Director of IT,  
United States Auto Services Company*



### THE RESULTS

By streamlining the client's supply chain and process, Zones drastically increased the rate of store openings. Before partnering with Zones, the client managed 50 new stores a year; with Zones' help, that number more than doubled to 130 new stores a year. In addition, Zones also helped the client extend their reach into Canada, with 115 new stores opened there. The client now has the tools, confidence, and expertise needed to continue this growth rate well into the future.



130 new stores per year opened across the United States, up from 50.



115 locations opened across Canada.



0 downtime and loss of revenue.

Consider **IT done.** Visit [zones.com](https://zones.com) or call **800.408.ZONES** today.