



A FURNITURE BRAND'S JOURNEY TO 10% INCREASE IN SERVICE LEVEL

CUSTOMER PROFILE

A mid-market furniture brand faced the challenges of inflation and fluctuating service levels, and it had no tools or processes in place to generate stability.

Its forecasting activity, reliant on outdated spreadsheets and a sparse monthly sales report, lacked the data to navigate these uncertainties. Generating a purchase order took up to four business days, creating a bottleneck for the buying and planning teams.

“IT’S NICE TO KNOW THAT THERE IS ALWAYS SOMEONE FROM BLUE RIDGE THAT YOU CAN CALL FOR HELP.”



BLUE RIDGE

■ CHALLENGE

Disjointed communication and slow manual order entry impacted inventory management and service level.

■ SOLUTION

Blue Ridge gave buyers a holistic view of the business, enabling them to purchase inventory more strategically.

■ RESULT



BE SUPPLY CHAIN INVINCIBLE

“BLUE RIDGE SUPPLY CHAIN ANALYTICS HAVE TAKEN OUR PROCESSES TO A DIFFERENT LEVEL.”



THE BLUE RIDGE DIFFERENCE

Since implementing Blue Ridge's supply chain planning solutions, this customer has seen many impressive results. These successes include:

- Reducing the time to build and place orders in the system by over 50%
- Reduced time to enter orders by over 90%
- Improved customer service levels by 10-15%
- Saved countless hours per week on reporting due to Blue Ridge's analytical tools and automation
- Increased forecast accuracy
- Gained the ability to right-size inventory and eliminate overstocks with the appropriate mix of product SKUs
- Decreased inventory expenses and transportation costs
- Obtained trackable data for the first time, providing protection from out-of-stock scenarios and lost sales

INDUSTRY LANDSCAPE

Furniture distributors and retailers face a complex challenge: predicting demand for a diverse range of products while navigating fluctuating material costs and global supply chain disruptions. Bulky items add another layer of logistical complexity. Supply chain planning tools offer a solution.

By analyzing data and generating forecasts, these tools help distributors optimize inventory, avoid stockouts, and negotiate better deals. With this power, furniture distributors can navigate the ever-changing landscape with agility, ensuring they have the right furniture in the right place, at the right time.