

## Case Study: Washington Inventory Service

### Service with a Smile: Washington Inventory Sees Efficient Routes and Happy Employees with TruckStops Software

**W**ashington Inventory Service, the leading supplier of diversified business service solutions, uses TruckStops Routing and Scheduling Software, by MicroAnalytics, Inc. of Arlington, Virginia to generate dynamic routes for their national force of 950 service employees.

Founded in 1953, Washington Inventory Service (WIS) has partnered with retailers for almost 50 years to provide solutions to their inventory management needs. With over 14,000 employees worldwide, they provide inventory services to over 200 retailers, 70% of which are among the top 40 U.S. retailers. Based in San Diego, California the company provides services on a national basis through their network of over 130 offices. WIS is also a leading provider of inventory services internationally, with operations in Europe,

#### Quick Review

**Facilities:** 130  
**Customers:** 200 retailers  
**Employees:** 14,000  
**Routes:** nearly 1,000  
**Stops/Route:** 1 to 15

import their employee and customer information into TruckStops and utilize the Special Code feature to assign employees to specific zip codes or stores. TruckStops then creates efficient routes for

and map generated through the Microsoft mapping software.

Washington Inventory Service handled their routing manually before deciding to automate. They evaluated several different routing and scheduling programs before choosing TruckStops.

“Cost was a factor. Additionally, the salespeople at MicroAnalytics were more helpful, flexible and willing to have us demo the software for a ‘road test,’” Steve Preddy, Manager – Information Systems said. “Based on our requirements, TruckStops was determined to be the best choice, and we have not been disappointed.”

The benefits Washington Inventory Service has seen with TruckStops have been significant and unique. “Aside from handling the routing and scheduling challenges with ease, morale has been greatly improved among field management as well as employees driving the routes since the routes have been made so efficient. The ability to create routes quickly has also facilitated rapid response times for bids on new projects,” said Preddy.

Another important benefit that Washington Inventory Service saw was a swift return on their investment. According to Preddy, “The purchase of TruckStops was only a part of our investment in our current system, yet I would say the return on the TruckStops investment was 1 to 2 months.”



**Washington Inventory saw a return on their investment in less than two months due to the flexibility and accuracy of the tool.**

Latin America, South America and Japan. The specialty services division works with a number of leading Fortune 500 consumer packaged goods companies providing coverage to about 75,000 retail locations monthly.

TruckStops Routing and Scheduling Software helps Washington Inventory Service overcome the logistical challenges of routing their nearly 1,000 service employees to visit tens of thousands of customer locations, involving multiple customers and projects.

Washington Inventory Service uses TruckStops to dynamically route their service employees. They

Washington Inventory Service service employees.

Although TruckStops uses an industry standard distance approximation, Washington Inventory Service imports the routes created by TruckStops into a Microsoft mapping software to determine precise driving distances based on a road network. This mapping software also provides turn by turn driving directions and a detailed map view of the route. WIS has created a secure Intranet that allows employees across the country to log into the Intranet and access the routes TruckStops created for them as well as the driving directions