

# Retail Supply Chain Management Case Study

## *IT Coordination - Distribution & Transportation Services*

### Consumer shopping habits are changing rapidly.

Retail chains must evolve with the shift in market dynamics. Precision and efficiency are critical for businesses to **pivot during these complex transitions**.



**550**

store closures

*between 2019 & 2021*



**Electronics**

removed from stores

*Register / Monitors / Printer / Scanners  
Wi-Fi access points / TVs / Phones*



**National Network**

minimized costs

*through a single source solution*

Over the last three years, a major retailer switched from moving and installing electrical equipment between their stores to **removing all equipment from permanently closed stores**. The project faced significant challenges, even prior to the COVID-19 mass market reduction, and as with most retail restructuring and/or downsizing, a cohesive, **swift project execution was necessary**.

Recognizing the need for a trusted logistics team to manage the inventory consolidation, IT coordination and distribution/transportation services of each store closure, the client reached out to the **UniGroup Logistics** team.

### The Challenge

The retail client required an experienced logistics team that could assist with their store closures as **quickly and efficiently** as possible. This turn-key service would enable the retailer to **keep costs down**. Having worked with the UniGroup Logistics network for 18 years, the retailer relied on the industry expertise, nationwide network and highly regarded reputation of UniGroup's brands in consistently delivering **agile retail supply chain solutions**.

# A Solution that Speaks Volumes

To effectively minimize costs the retail chain needed a single source solution that could provide on-time, seamless project execution of the following:

- ✓ Create a customized logistics plan in collaboration with the retailer's tech group to determine size of labor crew, project schedule and timeline
- ✓ Coordinate the complex shipping process of equipment to designated recycling centers or other retail stores, including ordering shipping materials ahead of time and making sure materials arrive before the crew
- ✓ Pack, ship and/or transport all electrical equipment to specified destinations

## The Result

- 01** Developed comprehensive, integrated project delivery schedules for multiple stores at one time while providing complete visibility
- 02** Provided the client with the driver and crew names before work began on-site, and worked closely with the customer's electronics supplier to address any security issues
- 03** Compiled documentation and confirmed that invoices, crew time etc., were prepared accurately before sending PO
- 04** Coordinated transportation of goods to multiple locations and recycle/disposal centers, utilizing the network's LTL system
- 05** Confirmed goods were shipped on time through a joint PO management process where the client and the UniGroup Logistics team received copies of the PO at the same time for transparent tracking
- 06** Executed project tasks efficiently, meeting deadlines, to ensure expeditious retail store closures

## Value of Using UniGroup Logistics

Since each store closure was unique (number of floors, pieces of equipment, scale of equipment, location of store — some are Union locations), a customized plan was needed for each store. Through the utilization of its **national network**, the UniGroup Logistics team was able to provide each store with not only its individual project delivery plan, but also to arrange the transportation equipment required for removal of the goods. The retail client also had the satisfaction of knowing that all account activity, including day to day operations, tracking and billing, were being handled by **experienced professionals**.

### About UniGroup

The UniGroup Logistics team applies its expertise, asset-based network and vast resources to support clients' unique requirements utilizing the assets of a network anchored by two trusted names in the transportation industry — United Van Lines and Mayflower. Ask us how to put the UniGroup network to work for you.