

Guilford Group Case Study



DEFENDERS Inventory Management & Equipment Returns Gap Analysis

DEFENDERS is a leader in the home security industry whom has partnered with ADT. The firm, operating as an authorized dealer, specializes in the installation of security systems.

Overview

The project was focused on improving the business process of inventory management for over 1200 installation technicians at over 140 nationwide installation branch offices for home security equipment. As a result of this project, a unified process was rolled out to all branch offices with an annualized savings exceeding \$1 Million. Additionally, a new process for handling equipment resulted in significant reduction in shipping costs and elimination of unnecessary movement of equipment.

Core Business Processes Involved:

- Inventory Order Threshold
- Daily / Weekly / Annually Inventory Counts
- Return Merchandise Authorization (Damaged Equipment)
- Equipment Transfers between Branch Offices
- Field Inventory Audits
- Reporting

