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MODERN
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ARCHITECTURE

SUPPLYPRO ®

Floyd Miller, CEO

SUPPLYPRO

INVENTORY MANAGEMENT SOLUTIONS FOR THE DIGITAL AGE

The 1990s marked the beginning of a new era: Industries changed the way they functioned, organizations dismantled their traditional business models in search of new ones, and many countries witnessed the dawn of a technology revolution.

This was a positive change for manufacturing and our society at large; however, some were reluctant to embrace this transition. One hold-out was the decades-old four trillion dollars wholesale distribution market. Many of the organizations operating in this industry saw this change as a looming threat to their businesses.

But as one may think, the threat was neither the impending recession nor the price of commodities. It was the sudden surge of .com craze that dominated the late 1990s. Distributors faced disintermediation, a new term for an old concept. But the serious concern that failed to materialize 20 years ago has, ironically, resurfaced as a reality today. "Back then, the World Wide Web reignited the wild west, today it's IoT, AI and Big Data enabled by the cloud." says Floyd Miller, CEO, SupplyPro. According to some estimates, there were just 10,000 websites and two million computers connected to the internet in the 1990's, compared to today's 45 billion pages and roughly four billion web users.

SupplyPro, an inventory management solution provider, set out to leverage technological innovation to fuel change. From the beginning of the journey, the company's vision was to improve the control of inventory through patented automated dispensing systems in the cloud, even before that term for connecting users to a datacenter was popularized.

Today, SupplyPro has become the go-to choice for customers across the world to improve the availability, tracking and control of their inventory to increase operational efficiency. And if one wants to comprehend how this company spiked in popularity in a very short span of time, we have to look back at its humble beginning, two decades ago.

Humble beginnings

Founded in 1994, SupplyPro was born in a San Diego garage, emblematic of the Silicon Valley start-up DNA of that decade. SupplyPro started off its journey targeting the management of office supplies. But its focus soon shifted to the industrial distribution market, ultimately designing the quintessential fully modular, extraordinarily efficient, totally scalable inventory solution leveraging its world-class SupplySystem Intelligent Software™. That could not only deliver varying levels of controls across a wide variety of end-customer application, but also enable distributors to streamline operations, improve profitability, and deliver actionable insights for supply chain efficiency.

The company's evolution from a startup to the leading inventory management solution provider is a testament to its technical innovation and quality-driven solutions that address the

market requirements for availability, productivity, and low Total Cost-of-Ownership(TCO). With over 1.5 million monthly users and having processed and analyzed more than 2 trillion inventory transactions, the company has secured a large share of the market. Not to mention its twenty years of experience in leveraging the cloud that continues to serve as a foundation for ongoing innovations in advanced technologies as they evolve. Today, customers from varied industries ranging from aerospace, biotech, precision machining to manufacturing and transportation employ SupplyPro's service owing to its benefits.

When asked about the core strength of the company, Miller says, "SupplySystem Intelligent Software™ — our cloud-based, industry-leading inventory intelligence software — is what makes the SupplyPro solution truly unique. SupplySystem IS™ seamlessly integrates with the world's leading ERP and purchasing systems to track, control and secure inventory, while providing advanced automation, visibility, and analytics capabilities."

Quality-driven Products

Inventory control has become mission-critical for businesses across varied industries. However, businesses are often unable to find the right inventory solution partners that can resolve their problems. This is where SupplyPro comes in. With a wide array of quality-driven products and full-service solutions in place, SupplyPro helps businesses achieve their objective optimally. "Our goal at SupplyPro is to provide a control solution at every level for every requirement. Whether it's a value exchange-based platform, virtual software solution, low-cost stocking solution or rugged cyber-secure mission-critical control device using advanced cyber security and biometrics—we can help," states Miller.

Designed to deliver varying levels of control, the benefits of using SupplyPro's products are numerous. From single item-dispensing for absolute control® in the SupplyBay or weight-based SupplySystem solutions, through multiple items of the same SKU or multi-SKU control per compartment for door level control, SupplyPro's solutions help businesses have complete control over their inventories.

The company has invested millions of dollars in producing the world's most advanced, cloud-based inventory control software that delivers real-time intelligence and actionable insights for its customers. Besides adding value to customers' businesses through its solutions, the company also lowers operational costs, increases productivity, reduces compliance-related risks, and most importantly improves businesses' bottom-line.

SUPPLYPRO HELPING CUSTOMERS EMBRACE CHANGE

Today, the company's inventory solutions serve two primary functions. While they control the dispensing of products to users and collect usage data for cloud-based inventory management and analytics service, its SupplySystem Intelligent Software manages the selection and optimization of the inventory in its devices to efficiently automate procurement. "In tandem, they offer our customers the lowest Total Cost of Ownership through improved selection and productivity, increased efficiency, and reduced inventory costs," tells Miller.

With its passion for innovation, SupplyPro invests in and develops innovative technologies that extend the inherent control capabilities of a device and make them easier to use and faster to replenish. "Our patented SecureBin® covers feature 'Pick-To-Light' technology which illuminates an indicator on the drawers and compartments to identify the products a user is permitted to access. Users can see the product they want through a transparent cover, and then take it by pressing the Take button on the cover to unlock it. When they close the cover, the transaction is recorded," explains Miller.

### Building Long-Lasting Relationships with Customers

The company has built strategic relationships with customers across a very wide range of industry sectors. As the company is good at creating a win-win situation, both customers and distributors benefit from extremely reliable and efficient, low-cost, state-of-the-art solutions. While customers reduce their inventory wastage and deepen their relationship with their distributors by increasing purchases or extending the contract period, distributors benefit from its SupplySystem IS software that monitors inventory in real-time, automatically generating orders and analyzing trends. "That means time savings from inventory counts, order generation and replenishment — which results in customer loyalty," claims Miller. "And increased profitability because the cost of 'RUNNING OUT' can be astronomical."

Moreover, the exceptional team at SupplyPro Customer Support monitors device performance and provides training to users and administrators to optimize the customer experience and utility. This, in turn, enables SupplyPro to forge strong partnerships with its customers, many of whom proudly co-market its systems.

Unlike other companies in this sector, the company has also developed an extremely flexible set of capabilities that can be easily configured to meet not only the general requirements of each industry but also the specific needs of each company within it. For instance, the company has developed RFID tracking within a customer facility to provide traceability of high-impact items and document their regulatory compliance.

In another instance, a customer approached SupplyPro requesting an inventory solution for a high number of SKU's at a cost much lower than traditional vending could support.

By understanding its customer's specific requirements, the company has developed a wide variety of both hardware and software solutions; mobile alerts when tools are no longer serviceable, calibration controls to lock-down tools that are out of spec, kits that include safety items when a specific job function is performed, MRO spares that reside at the point-of-use to reduce downtime, and documentation and release functions to mitigate risk.
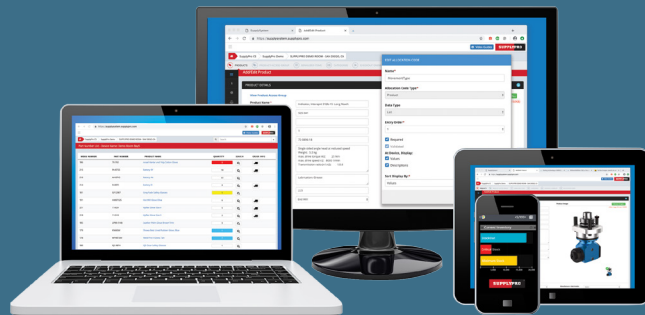
Toward a Better Future

B2B (Business to Business) is increasingly adopting cloud-based digital solutions and automating outdated manual processes. "As global competitiveness continues to drive operational efficiency, Distributors are going to have to digitally innovate and evolve their business models to deliver increased value to their customers. They can no longer depend on age-old relationships to keep customers; they need to innovate by creating efficient services and solutions.

The 21st century is defined by customers who have unprecedented access to information that drives choices based on consumer-driven expectations," said Miller.

SupplyPro's systems are enabled with IoT and integration technologies and enable the distributor to put vital information in the hands of their customers if they are willing to make the investment in both money and time. In the recent past, the company has completed the next-generation of broad-based control solutions, delivering a mobile-enabled device infrastructure and low-cost solutions. "SupplyMobile and our low-cost solutions allow customers to extend the benefits of inventory control to the approximately 95**%** of items not served by traditional vending solutions. We continue to innovate to lower the 'cost-of-control' curve. This includes leveraging some very exciting new technologies and investing in talent that can lead the next stage of industrial distribution's digital transformation," tells Miller.

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Going forward, the company sees enormous opportunities in extending the benefits of sophisticated inventory control systems beyond the largest customers of the largest distributors, to support manufacturing efficiency throughout the industry at every level.

"The enormous $8 Trillion wholesale distribution market touches almost every aspect of our economy and is desperate for innovation. It is an extremely exciting and untapped market for process and technology innovations that include SupplyPro's current solutions and future innovations," concludes Miller.