

CUSTOMER SUCCESS STORY

Border States

Achieving New Heights in Supply Chain Performance with GAINS

COMPANY OVERVIEW

Border States, originating in 1952 in Grand Forks, North Dakota, has a deep history of growth through 13 mergers and acquisitions since 2000. Border States has expanded significantly to become the sixth-largest electrical distributor in the United States, with over 200,000 SKUs and more than 120 branches in 29 states. They are known for their commitment to exceptional products and responsive service; they excel in providing material management solutions and delivery.

CHALLENGES

Border States' leadership has created a culture of continually innovating, challenging the status quo, and moving forward despite the volatility and disruption that have become constants in the electrical distribution industry.

Key challenges included:

- ◇ Adaptation to VUCA and Market Disruptions
- ◇ Rapid Industry Evolution
- ◇ Complex Supply Chain Management
- ◇ Need for Advanced Technology Integration
- ◇ Cultural Shift

INDUSTRY

Distribution

SOLUTION

GAINS supply chain performance optimization platform

RESULTS

- ◇ **90%** purchase order automation in 3 months
- ◇ Raised material availability to **97%** after right-sizing inventory levels
- ◇ **32%** reduction in purchase orders despite a 25% increase in locations

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TRANSFORMATION OBJECTIVES

Choosing GAINS for its proven track record of success, expertise in the distribution industry, and innovative approach, Border States set a path to revolutionize its supply chain management. More than just adopting a new system, it was a commitment to embracing a data-centric culture guided by leaders with an eye on delivering actual results quickly.

Border States transformed their purchasing process using the GAINS Performance Optimization Platform. Their primary goal was to automate 90% of purchase orders sent to vendors, creating a more impactful, responsive, and resilient supply chain – and freeing their team to focus only on exceptions. Achieving this milestone within only three months, Border States demonstrated their commitment to embracing new technology and setting new standards in supply chain management.

More than just implementing new supply chain planning software, Border States focused

on changing the way their employees think and work. Embracing cloud solutions and advanced technologies like machine learning (ML) showed the team what was possible in understanding lead times, inventory management, and much more, focusing more on strategic decision-making and analysis than manual processes. This transformation was vital to improving efficiency and maintaining their competitive edge in the industry.

Border States was able to reduce its manual processes and enrich its teams' focus on strategic decision-making and vendor relationship management. Moreover, Border States has been at the forefront of using ML in its partnership with the GAINS Labs data science team, refining their lead time predictions, resulting in better service and cost reductions across its network.

FOR MORE DETAILS,
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RESULTS & BENEFITS

- ◇ Achieving **90%** automation in sending purchase orders to vendors, allowing teams to focus on strategic tasks like vendor spend and supply chain support
- ◇ Better insights led to smarter replenishment policies, resulting in less cost per PO, less reliance on shipping, and improved environmental sustainability
- ◇ Making more efficient use of working capital

“We are rapidly changing the game in electrical distribution at Border States by optimizing our inventory to serve our customers and our bottom line better, quickening our processes with ML and automation, and leveraging the technology and expertise from GAINS. I’ve never been more excited about the future of our supply chain.”
—Director of Procurement Operations/Purchasing, Border States