

DIEBOLD NIXDORF



Diebold Nixdorf specializes in providing software and hardware solutions to businesses in the financial and retail sectors. They empower clients to navigate evolving markets, strategically plan for growth, and enhance customer connections.

Offering technology solutions for efficient operations and secure transactions, Diebold Nixdorf helps businesses stay agile and competitive in dynamic industries.

THE CHALLENGE

Diebold Nixdorf needed to increase inventory accuracy in order to better meet customer service level agreements (SLAs). WA Solutions' WA360 technology offered a way to do that by automating inventory identification across their supply chain. Despite concerns about potential disruptions, Diebold recognized the compelling benefits and initiated a technology pilot in California. **Joe Sponseller, Diebold's Regional Director** said, "We were looking for a better way to identify inventory that wasn't available while increasing accuracy in the field. We knew that optimizing our inventory within the various markets we serve would aid us in meeting our customers SLAs."

THE SOLUTION

Engaging with WA Solutions' team alleviated Joe's concerns as the technology seamlessly addressed both the physical flow of goods and the informational flow, facilitating effortless tracking, management, and optimization of inventory. Opting for WA Solutions as the go-to solution for all storage and distribution requirements in California became an obvious decision for Joe and his team. Their choice was reinforced by the exceptional support and partnership offered by WA Solutions. Joe expressed, "We have a phenomenal relationship—a truly robust partnership. I've never experienced such responsiveness from a technology company in meeting our needs."

THE RESULT

Today, inventory accuracy is at an all-time high. This has resulted in greater efficiency and less wasted time spent looking for inventory that might not be there. And, at the end of the day, this means Diebold Nixdorf is able to better meet, and even exceed, customer SLAs. The technology has received a positive reception from people at various levels of the company—and it saves field technicians multiple hours every month. Now, Joe and WA Solutions are building a case to expand their partnership to other markets. "I can honestly say that WA Solutions played a significant role in improving our SLA performance in the California market for all customers."

Currently, Diebold Nixdorf boasts unprecedented inventory accuracy, yielding heightened efficiency and significantly reducing the time previously wasted searching for elusive inventory. This enhanced accuracy translates into an improved ability to meet and surpass customer SLAs. The technology has garnered widespread approval across the company, while notably allowing field technicians to save multiple hours each month. Joe and WA Solutions are now actively advocating for an expanded partnership into other markets.

INDUSTRY

Technology Banking & Retail

LOCATION

USA (Global)

DURATION

Since 2016

WHAT WE PROVIDED

- Real-time inventory tracking to minimize loss & maximize efficiency
- Mobile app to facilitate inventory management & optimization
- Last Mile delivery service to meet & exceed customer SLAs

