Agilence | CASE STUDY
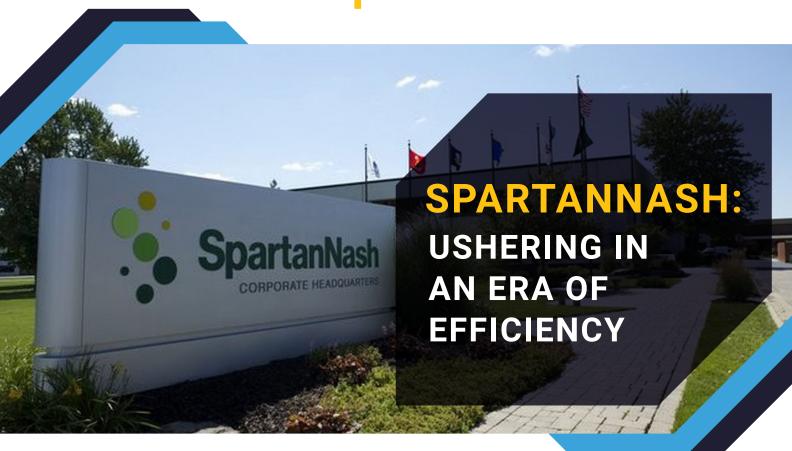
SPARTANNASH:
USHERING IN AN ERA OF EFFICIENCY

With Agilence, SpartanNash Boosts Productivity Across Multiple Departments

In 2013, Spartan Stores merged with Nash Finch to create SpartanNash, now the 5th largest food distributor in the US and the leading distributor of grocery products to US military commissaries domestic and abroad. SpartanNash is a value-added wholesale grocery distributor headquartered in Grand Rapids, Michigan with more than 140 corporate owned retail grocery stores in 8 states, 2,100 independent retailers in 44 states, 10 wholesale distribution centers, and 7 military distribution centers.

Challenges

When SpartanNash was created and two grocery store companies joined into one, they were using an EBR platform called NaviStor (formerly Retail Expert). That hosted application was implemented in 2008 and had ceased to be supported by the developer. As a result, their IT team was spending additional time on database requests and maintenance. The team quickly recognized the need for a new Data Analytics solution. According to Damon Cavasin, Director of Asset Protection, "NaviStor was woefully outdated and was no longer adding value to the organization by identifying theft/fraud issues."

Quick Facts

Saw a 59% reduction in the amount of time spent following up with cashier training issues and a 50% reduction in investigative time.

Reduced time spent building corporate reports from 8 hrs/week to 2 hrs/week.

Identified thousands of dollars worth of associate theft-related losses.

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In order for SpartanNash to continue to evolve and become more efficient, they needed a data analytics solution that could improve organization-wide efficiency and performance by addressing their industry-specific needs.

Must Haves

User Interface

No Ph.D. required to use. An easy, intuitive User Interface that any associate, at any level could use without confusion.

Video Integration

Video integration capabilities. SpartanNash had recently upgraded their CCTV platform at many retail locations.

Cashier Accountability and Fraud Detection

Functionality that identifies training opportunities, potential theft/fraud and metrics for accountability.

Solution

Ultimately, after a diligent selection process, the SpartanNash team chose Agilence's data analytics platform. In addition to meeting their original selection criteria, Agilence's solution also allowed their team to:

- **Quickly review potential fraud:** Email alert notifications with links to transactions
- **Identify and correct operational issues:** Store alerts and electronic accountability loop
- **Drive efficiencies with other divisions:** Agilence is used by Audit, Operations, HR, and others
- **Adhere to industry best practices out-of-the-box:** Start with a solid foundation and build from there
- **Benefit from a solution backed by industry know-how:** Built with the grocery industry in mind

Implementation

SpartanNash agreed on an aggressive 90-day implementation with Agilence. "And Agilence delivered! In speaking with some of my industry peers, I've heard horror stories of lengthy and problematic impelementations with other vendors but that couldn't be further from our experience with Agilence," said Damon Cavasin.

Results

The benefits of switching to Agilence delivered an immediate ROI. Within the first eight months of implementing Agilence, SpartanNash identified 10 fraud/associate theft cases compared to 2-3 cases that were identified for that same time the previous year with NaviStor. With the help of the Agilence, SpartanNash's Asset Protection team saw a 50% reduction in investigative time by cutting the average time from identification to resolution from 4 days to 2.

They also saw organization-wide efficiencies and time/payroll savings including a 59% reduction in the amount of time that customer service managers spent following up on cashier training issues. Efficiencies were also gained with the AP analyst team as they typically spent 8 hours a week generating reports with NaviStor and now spend just 2 hours per week with Agilence. SpartanNash was also able to seek thousands of additional dollars in restitution from associate theft-related losses that would not have been identified through their previous exception-based reporting system.

Today, SpartanNash uses Agilence not only for the Asset Protection department but also for Sales, Marketing, Internal Audit, and Store Operations departments.

> **"People were really impressed wtih the advanced capabilities of Agilence. They were asking, 'How do I get my team access to this so we can look at sales information or so we can research transaction data?' It's definitely moved beyond just the four walls of our Asset Protection Department."**
>
> **– Damon Cavasin**
> **Director of Asset Protection,**
> **SpartanNash**

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