

Company Profile: Construction and Hardware Materials Wholesale

Industry: Industrial Distribution

Locations: 70+



HD Supply Case Study

Overview



When Postal Advocate started working with HD Supply they were struggling with customer service problems with their vendor, a lack of standardization in equipment throughout their field locations, and large variations in price from similar equipment across their portfolio. This was due to declining postage volumes and vendors pushing for larger solutions. They have been our client since 2019. HD Supply has a large postage meter portfolio. Some of the key challenges included coordinating open vendor items, such as handling billing issues, equipment returns, and new installations. Managing renewals and terminations was also an area of difficulty.

Approach

Postal Advocate works with HD Supply's locations to gather equipment requirements, provide options, and helps coordinate with the vendors to make sure changes are properly implemented. We were able to consolidate the billing into central invoices where cost centers are used to bill back expenses. This makes the invoices easier to audit and pay, which reduces the fees and late charges of managing direct billing to the various locations. Managed an RFP between suppliers to derive at fixed price points that can be offered to the locations for the best value. Postal Advocate manages the day to day issues with the locations to make sure the account is properly taken care of.

“Postal Advocate helps bring clarity and ease to this category overall. There are many technical components which the vendor can try to use to confuse you as a customer, and they help you maintain control of the discussion and engage in due diligence that you could not conduct without specialized knowledge.”

- Sr. Sourcing Analyst



Postal Advocate
MAIL MADE EASY

Results that Speak Volumes



Continue to audit vendor billing for contract compliance.



Continue to optimize the fleet to drive savings.



Reduced their equipment costs by **60%**

In the end, Postal Advocate makes working with the supplier much easier and more straightforward. Postal Advocate proactively manages their postage meter fleet. HD Supply appreciates how responsive we are at Postal Advocate and likes that we charge them based on documented savings. We have been able to make the vendor's billing a simpler process that is more organized than before they started using our services.

Conclusion

Since we started the program, we have helped drive **95%** overall savings and 60% savings in equipment renewals, fees, and vendor credits. The changes Postal Advocate has allowed for effective account management. Additional benefits include reduced costs, improved processes, and clarity of communication with the vendor.