



### INITIAL CHALLENGES

Due to staffing cuts, the city's supply store was only open from 7:00 a.m. to 11:00 a.m. Monday through Thursday, often forcing city employees to delay projects and preventative maintenance. Any time an employee needed something, authorized personnel had to escort them through the supply store and write down the information in order to keep track of the inventory. Among the rows and rows of inventory were extremely outdated items like floppy discs, VHS tapes and first-aid kits. In short, everything was done manually – from ordering to receiving and reporting – but they simply didn't have the resources to do it all efficiently.

### FASTENAL'S VENDING SOLUTION

Fastenal installed a combination of FAST 5000 machines and locker sets – 42 machines in all – to transform the warehouse into a 24/7, fully-automated supply store. More than 150 city employees are authorized to access the facility and use the machines to “self-serve” safety gear, fasteners, fittings and other items needed to do their jobs. Employees simply approach one of the machines, enter their employee ID, and make a product selection. If the transaction is authorized, the item is dispensed and the transaction details flow to Fastenal's reporting website, where authorized personnel can track inventory and usage data in real time. The Fastenal store in nearby San Bernardino, CA stocks dedicated inventory to anticipate city demand, makes sure the machines are continually filled, and owns the product until the moment it's vended.

### IMPACT FOR THE CITY

- City Purchasing Services Manager Dana Abramovitz used to spend hours each day managing inventory and handing out supplies at the store. Now, according to Abramovitz, “All the processes are automated, giving us more time to focus on serving the city and taxpayers.”
- City workers no longer have to plan projects around the supply store's operating hours – needed supplies are always available, 24/7/365.
- Hundreds of thousands of dollars worth of inventory (including many obsolete items) have been eliminated.
- Instead of 20 to 25 invoices from various suppliers, the finance department now receives one, with leveraged pricing via one of Fastenal's cooperative agreements (WSCA).
- As a result of these efficiencies, the City of Redlands anticipates saving \$60,000 to \$120,000 per year.

**“We've had to cut staff across all departments, and yet our workload, if anything, is getting greater. Automating our supply store is part of a city-wide effort to accomplish more with less and maximize every taxpayer dollar.”**

- Carl Baker, City Public Information Officer

**“Normally you see private companies taking the lead with this kind of supply chain innovation. I'm proud that the City of Redlands is setting an example not only for other cities of our size across the state and nation, but also for private industry.”**

- Dana Abramovitz, City Purchasing Services Manager

### WHAT WOULD YOU LIKE TO TRACK AND CONTROL?



To learn more, contact your local Fastenal store or visit [fastenal.com](http://fastenal.com).  
To schedule a FREE on-site demo, call 877-265-8247

