



Hines Horticulture
Growing a Successful Partnership: The RGIS Difference



BUSINESS SITUATION

Hines conducts business with Home Depot, its single largest customer, using a Pay By Scan (PBS) system where inventory is held on consignment. Hines maintains ownership of inventory held at The Home Depot and recognizes sales once inventory is scanned at the register during an end customer purchase.



COMPANY PROFILE

Hines Horticulture, Inc.

Hines Horticulture Inc. started in 1920 in Irvine, California. Hines Horticulture engages in the production and distribution of horticultural products in North America. The company supplies ornamental shrubs, flowering color plants, vines, trees, topiary, and container-grown plants for outdoor use. Hines markets its products to retail and commercial customers, including home centers, mass merchandisers, retail and independent garden centers, and garden center chains. Its customers include Home Depot, Lowes, and Wal-Mart.

RGIS

RGIS is the largest and most reliable provider of inventory management services in the world. With more than 400 offices and over 40,000 highly-trained employees, RGIS offers neighborhood service coupled with international coverage. Decades of experience, unparalleled quality control processes, cutting-edge proprietary technology, superior training and an obsession with accuracy, lead more businesses to choose RGIS for their inventory counts than any other inventory company in the world. Since 1958, RGIS has performed over 4 million inventory audits, meticulously counting more than 400 billion items. Whether it is for a single-location business or the largest retailer in the world, RGIS performs retail, warehouse, distribution, and specialty inventory audits throughout North America, South America, Europe, Australia, and the Orient.

■ THE PROBLEM

Context

Hines Sales Representatives are responsible for selling, merchandising, inventory replenishment, and inventory control. Due to the high volume of inventory shipped to The Home Depot, and the inventory itself being a perishable good, the Company has chosen to take a physical count of its inventory on PBS once every quarter. Hines supplies a much greater number of stores than Hines has Sales Reps available, and therefore must contract a third party resource to assist in the counts.

■ SOLUTION

The RGIS Process

The key to RGIS's success is the ability to understand its clients' core business. In drawing upon thorough knowledge of Hines' operational strengths and weaknesses, RGIS created a customized system comprised of not only the actual inventory procedure, but pre-inventory and post-inventory procedures as well.

Conclusion:

RGIS has helped count Hines' inventory since early 2006, shortly after the PBS program was implemented. RGIS has provided very good service for Hines as well as accommodating counts with very short notice. RGIS's flexible scheduling and large coverage area has allowed Hines to sufficiently update perpetual inventory records without disrupting business at The Home Depot. RGIS's customer service is excellent. Any scheduling, counting, or logistical issues are resolved quickly and efficiently.

SUMMARY

Hines Horticulture enjoys working with RGIS and will continue to use RGIS as a reliable inventory solution as needed.

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