



## Company

Mark Vend Co.  
markvend.com

## Industry

Food Service

## Challenges

Drivers create their own inefficient workflows

Drivers perform data entry at the end of the service visit which is error prone

Drivers cannot load product and verify inventory data simultaneously

## Solution

routeSight®  
Glass

## Results

Reduced driver day length 11%

Inventory accuracy up 6%

Sellouts per service down 23%

# Mark Vend reduces driver day length by nearly an hour a day with routeSight® for Glass

## The Company

For over 50 years, Mark Vend Co. has been satisfying appetites and thirst at work as a leading provider of vending services to the Chicagoland area. Performing more than 100,000 service visits a year and loading over 10,000,000 products into beverage and snack machines annually Mark Vend is always looking for ways to optimize the fulfillment process with the goal of improving efficiencies and boosting accuracy.

## The Challenge

Drivers need both hands to load products into a vending machine during a service visit so they typically complete their data entry at the end of the visit which is inefficient and prone to error.

The accuracy of the machine inventory is critical to the entire fulfillment process. However, drivers often choose speed over accuracy as inventorying a machine is a time intensive task. Inaccurate machine inventories result in drivers bringing too much product for the next service or not enough. The latter results in lost sales and the former increases operational costs as the excess product needs to be returned to the warehouse.

When servicing buildings with multiple vending machine locations, drivers review their handheld on the truck and then pull their beverage, pre-picked snack totes and other necessary supplies. Drivers would frequently forget required products and supplies causing additional trips to the truck.

## The Solution

Mark Vend replaced their ruggedized handhelds with smart glasses running routeSight.

routeSight provides the driver with visual direction and auditory prompts which promote a standardized workflow throughout the service visit. Route drivers enter data for adds, spoils, and current inventory with their voice—keeping their hands free to load product making the service faster and more accurate. Drivers no longer need to choose between speed or data accuracy—no more fumbling around with a handheld device to check a data point before advancing to load the next product.

Drivers now receive visual and audio guidance on which products to pull from their truck and advance to the next selection with their voice or by a single tap eliminating the back and forth between pulling product and reviewing their handheld. Products are pulled more accurately which cuts down on unnecessary trips to the truck.

## The Results

After implementing routeSight, Mark Vend has reduced the average driver day length by 11%. That's over 13 hours of labor a day that can be reallocated to other revenue generating activities. In addition to making service visits faster, column level inventory accuracy has increased by 6% and the number of sellouts per service decreased by 23%.

*“Mark Vend sees great value in replacing our legacy handhelds with routeSight for Glass.*

*The natural evolution for route workers is to free their hands to get the job done.*

*The ability to guide a worker through a set process has increased efficiency.*

*I cannot imagine going back to our old devices.”*

*-Mark Stein*

*President*

*Mark Vend Co.*