

# GRACIE'S SCRUBS & MORE CASE STUDY



## OBJECTIVES

The Uniform Solution helped Gracie's Scrubs & More reduce time spent on inventory management and automate tasks to increase time for other business efforts with a reliable and robust software that helps improve efficiency and productivity.

## THEIR STORY

Heather Dyse, the store owner, was a full-time nurse until February 2024, when she decided to turn her side job into a full-scale retail scrub shop. Heather first began selling scrubs online in 2021 and was not initially looking for a brick-and-mortar store. She decided to open her storefront when she saw a lack of other medical scrub providers in her area and unmet needs.

## THE BIGGEST IMPACT

Like many businesses, manually creating purchase orders and managing inventory were the most time-consuming and tedious tasks slowing down daily business operations. Before The Uniform Solution, Heather was spending time manually uploading and managing over 10,000 different SKUs. Without The Uniform Solution, Heather believes it would have cost her another month's worth of time to get her store up and running because of the amount of inventory she had. Another feature that has helped Gracie's Scrubs & More is Electronic Data Interchange (EDI). EDI automates manual processes involved in exchanging documents such as purchase orders, invoices, and shipping notices. This automation reduces the need for manual data entry, which saves time and minimizes error. Gracie's is now saving valuable time, allowing increased focus on other key functions. Today, Heather is able to spend more time interacting with customers, marketing her business, and building relationships with new vendors.

## SUPPORT AND TRAINING

Whenever Heather has a question, The Uniform Solution's Knowledgebase is her first stop. Information is available 24/7 to walk through many different features in the system. When needed, she has also tapped into The Uniform Solution's Support Team.

## FUTURE PLANS

Starting to work with group business, Heather has begun utilizing functionality in The Uniform Solution to easily manage group contracts, authorized shoppers, allowances, and special pricing for hospitals in her area. Helping keep each group organized is key to ensuring Gracie's Scrubs & More can continue to grow and work with more groups.

## AT A GLANCE

### SOLUTIONS

- The Uniform Solution
- UniformPay for payment processing

### # OF STORES

- 1

### LOCATION

- Petal, MS

### INDUSTRY

- Medical

## HEATHER DYSE

Owner

"From a storefront perspective, my advice — learn as much as you can. Be open. The Uniform Solution is a great help! They are here to help you. Take advantage!"

## HEATHER DYSE

Owner

"I love the quickness of the Support Team. Whenever I submit a ticket, I get a fast response and they always have a solution!"

## CONCLUSION

The partnership between Gracie's Scrubs & More and The Uniform Solution has helped Heather grow and expand her business. Saving time with loading and managing inventory, using automation to create purchase orders, and sending purchase orders electronically via The Uniform Solution's Partner Program with uniform manufacturers, is foundational. Unique functionality from The Uniform Solution with Group Contracts, and other items in the robust solution set, makes the future for the partnership – and the business for Heather – very bright!