



Clear Spider Case Study

United Airlines



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UNITED AIRLINES

United Airlines is a major American airline company that operates more than 4,600 large domestic and international flights a day, to 354 airports, across 5 continents.

In 2017, United operated more than 1.6 million flights, carrying over 148 million passengers.



Employees: 90,000+



Headquarters: Chicago, Illinois



787 Aircraft



"We are dedicated to setting the standard for customer service among U.S. airlines, as we elevate the experience our customers have with us from booking, to baggage claim."

- Oscar Munoz, CEO

BEFORE CLEAR SPIDER

Before Clear Spider, United Airlines faced many difficulties and challenges with their inventory. These problems caused delays, affected customers, and made operations very complicated. They had no visibility into their stock rooms and did not know how much stock was available at any given location. United Airlines wanted to manage the movement of their products for each local storage room, in real-time. Their existing process was complex and did not capture the intricacies surrounding their inventory as it moved through the terminals.

In addition, they wanted scan-in/scan-out capabilities for all of their consumables such as tags, strollers, etc. The inability to keep their inventory organized led to difficulties in finding certain items, which resulted in problems with their customers. United Airlines often found themselves struggling with their inefficient operations and finding what they were looking for.



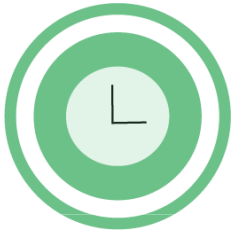
During the initial consultations between United Airlines and Clear Spider, United expressed a need for an inventory kiosk management system. They wanted these kiosks to have the ability to allow employees to use keywords to find available stock and record if it was removed or added. The kiosks were to be available 24/7, allow for unlimited users, and produce data, in real-time.

WHAT THEY NEEDED

To achieve their business objectives and keep track of their consumables:



United Airlines needed full visibility into their storage rooms. They needed the ability to keep track of every transaction and of all of their consumables.



They needed 24/7 access into their system. In addition, they required reporting and analytic functions to analyze the turnover in the warehouses and storage rooms.



It was essential that they gained scanning capabilities to keep track of their inventory and to be able to find items across locations. They needed the ability to check and lookup products.



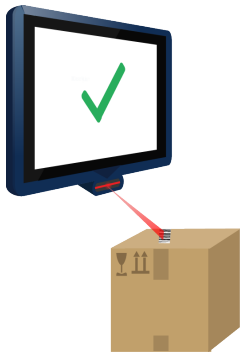
United Airlines wanted a system that mimicked the price check scanners in large department stores.

The Clear Spider Kiosk was created for that exact purpose. It allows the precise design and functionality you want. It is highly configurable and can be adapted to exact requirements a company needs. The technology and applications are determined by what will work best for the business. Clear Spider developed a robust, easy-to-deploy, serviceable custom Kiosk solution.

WHY CLEAR SPIDER?

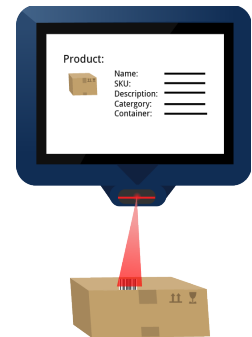
The Clear Spider Kiosk is designed to be highly intuitive and allows for an effortless and efficient way to manage inventory. Time is crucial for United Airlines and there is a high demand for a quick turnaround of their inventory. Our Kiosk technology helps them effectively streamline their inventory processes.

The Kiosk is a self-serving technology with a robust back-end and is highly customizable. It includes a built-in scanner which scans items on the go and the software is available for use 24/7.



The Clear Spider Kiosk makes the consumption process quick and user-friendly. Now, United employees scan the barcode on an item, and go. The system logs the transaction, keeps track of all changes, and updates the inventory in real-time. Additionally, a notification is sent when a product is low and needs to be reordered.

The kiosk is able to determine the location, quantity, and other necessary details of your items instantly. United Airlines searches their inventory by scanning the product barcode. Cycle counts are also performed to verify the stock quantity, allowing changes to inventory levels.



The Clear Spider Kiosk tracks users by their ID. Each user is allocated a specific ID that they key in to scan an item and consume it. The system includes jobs, work orders, or cost centers for items taken, and provides a full audit trail.

SYSTEM IMPLEMENTATION

After an extensive selection process, United Airlines chose Clear Spider because of the highly customizable solution we created.

Here is a detailed breakdown of the implementation process:

Customization

- Customizing their inventory visibility allows them to keep track of all consumables.
- Automatic notifications for restocking.

Setup

- Kiosk configured to track products throughout storage rooms.
- Setup for robust areas with high foot traffic.
- Onsite setup of data uploaded in real-time per storage room.

User Training

- Personalized initial training for users.
- Training videos.

RESULTS

United Airlines have now gained access to real-time visibility of their inventory, throughout their storage rooms. They avoid stock-outs because information regarding items is updated immediately on the system. There have been **8 Kiosks** installed throughout the terminal and there are **over 300 transactions** completed each month.



The Clear Spider Kiosk results in enhanced procurement operations by tracking the stock levels and consumption patterns. It is important to have the most up-to-date information and know when you need to restock. The Clear Spider Kiosk system sends a notification to employees to reorder items without the need for a cycle count.

In addition, the Kiosk has inventory specific analytics so there is always the optimal amount of stock on hand.

Thanks to Clear Spider's Kiosk solution, United Airline's productivity improved immensely. Clear Spider Kiosks have improved United Airline's processes and are now located at all gates throughout the airport selected for the pilot project.



Today, over 100,000 companies use Clear Spider on a daily basis.

Clear Spider is a web-based inventory management solution for companies to manage either their own inventory or the inventory of their customers and suppliers. There is no hardware or software installation, so deployment is quick.

Clear Spider is easy to learn, use, and maintain.

Interested in learning more?
Contact us to discuss how we can help
with your inventory management needs.

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