

## case study

# GATE BUILDS PERSONAL RELATIONSHIP WITH QUANTUM BASED ON TRUST, INTEGRITY

As one of Florida's largest privately-held companies, GATE Petroleum operates state-of-the-art convenience store and fuel facilities in Florida, Georgia, North Carolina and South Carolina. For more than 20 years, Quantum has partnered with GATE to perform audits and provide inventory solutions.

## INVENTORY CHALLENGE

GATE uniquely uses their audit results as a measurement for employee bonuses. They desired to work with an outside audit company that would be able to complete their work by 2pm each day so as to ensure accurate bonuses. They also wanted to find a way to audit inventory that didn't take up so much time for their own in-store employees and keep supervisors from going into overtime hours during audit counts.



## QS SOLUTION

For years, Quantum performed financial audits for GATE to meet its inventory needs and challenges. In 2020, GATE desired to start moving toward full Item Level Scan Audits (ILSA.) All of its stores will be converted to ILSA by April 2021.

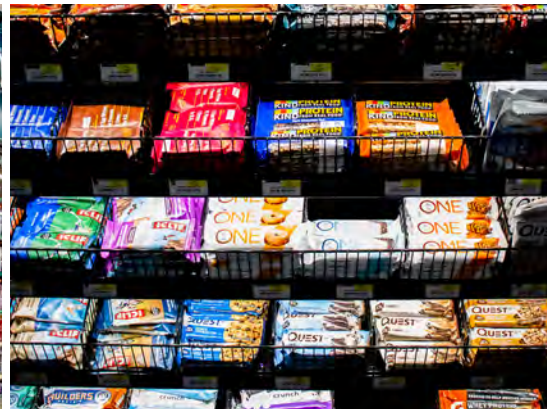
Hiring an outside, independent inventory auditing firm has given GATE employees the freedom to focus on their own daily work. C-store supervisors do not have to be present during Quantum audits, and this has been a huge factor in GATE continuing the partnership. Quantum's inventory auditors work independently and accurately in-store while store employees can continue to best serve customers.

In addition, Quantum's audits are performed efficiently and accurately, and results are handed over to c-store operators right away. This means employee bonuses—based on the counts—can be distributed faster. And, verifying and reporting cash in the registers alleviates



“Gate has been a customer with Quantum for over 20 years. WE VALUE THE RELATIONSHIP with Quantum. QUANTUM'S INTEGRITY IS BEYOND REPROACH. Its staff is courteous, professional and flexible with scheduling.”

- MARK BACHARA, DIRECTOR OF SECURITY, GATE



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safety concerns, immediately. Allowing an outside company to count GATE stores also ensures there are no issues concerning integrity.

GATE considers its work with Quantum more than just a business relationship. They appreciate the partnership that has been built on a personal level between them. The partnership is built on trust and both sides work together to accomplish the goal of efficiently completing accurate audits.



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### RESULTS

- Outsourced inventory audits relieve c-store supervisors of extra duties and overtime
- Store operators receive data and insight immediately since moving to ILSA
- Employees receive accurate bonuses, faster
- ILSA reports show in real-time exactly what inventory is missing
- A true business partnership has been built on trust, accuracy and integrity