

# SCALA

## COST TO SERVE

With increasingly varied and complex supply chains and “route to consumer”, coupled with unrelenting margin pressures, it is increasingly important that companies understand their true cost to serve – by customer, by channel, by product and by activity. SCALA offers a bespoke Cost to Serve model and service that will provide this based on activity costs and real data, enabling clear diagnostics - at the push of a button.

A powerful review model and service that captures costs across the supply chain to provide end-to-end understanding of the cost to serve that provides both “as-is” and “what-if” analysis.



### LOGISTICS COSTS

Warehousing  
Primary Transport  
Secondary Transport



### INVENTORY COSTS

Storage  
Waste  
Working Capital



### CUSTOMISATION

Labelling  
Display Pallets  
Returns



### OVERHEADS

Customer Service  
Merchandising  
Sales

## DELIVERING IMPROVED MARGINS THROUGH...



Cost to Serve correctly reflected within your pricing



Identification of efficiency opportunities



More accurate product portfolio decisions



Improved processes – customer order behavior, accruals, budgeting

We provide an ongoing model or modelling and insight service, as well as one-off modelling.

For more information about SCALA’s Cost to Serve services, please contact Alison at [alison.hobson@scalagroup.co.uk](mailto:alison.hobson@scalagroup.co.uk), or get in touch using our social media links below.



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