

Multi-Vendor Marketplace

The Challenge

A global client was struggling with low adoption of their North American marketing programs, despite working with several capable vendors. Each vendor operated its own ordering site, requiring separate logins, customer service contacts, and payment processes. The lack of standardization made it difficult for field teams to find and order materials efficiently. Inventory visibility and reporting varied widely, and Canadian materials were handled on a different platform than U.S. materials. The result was confusion in the field and excessive time spent managing invoices and support issues.



Solution

The Service Center launched a centralized “One Stop Shop” portal for POP, signage, wearables, and print-on-demand. It standardized navigation, reporting, and customer service, with TSC handling all inquiries. The scalable platform allowed easy vendor integration. TSC also consolidated vendor billing into a single monthly invoice tied to cost centers and co-op funds, simplifying finance and operations.



Outcome

Portal usage increased significantly, and field frustration disappeared. Customer service issues were resolved, vendors were paid on time, and internal processes became more efficient. The client now benefits from a streamlined, scalable solution that empowers teams and supports long-term program success.

This project is a great example of how The Service Center helps clients overcome complexity with smart, scalable solutions. As a trusted partner, we simplify operations, drive adoption, and deliver results that make a measurable impact.