



## Century 21

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the right partner to navigate the  
future of retail.**

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A conversation with Bill Thayer, Chief Logistics Officer, Century 21 Stores

**Deposco, Inc.**

11605 Haynes Bridge Road  
Suite 200  
Alpharetta, GA 30009

[info@deposco.com](mailto:info@deposco.com)



Visit [deposco.com](http://deposco.com) or call 877.770.1110

# Century 21

## With Deposco, Century 21 finds the right partner to navigate the future of retail.

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Century 21 is a chain of department stores headquartered in New York City that sells a wide range of discounted high-end products, from shoes and clothing to luggage and home goods.

“Our business model is very unique, so we knew we needed a system that could meet those needs,” said Bill Thayer, Chief Logistics Officer at Century 21 Stores. Inventory arrives in large unlabeled tote cases with no organization by item, size or if two shoes go together. All items must be sorted by item, size color, etc. to be distributed and shipped out to stores and online inventory.



*“Originally we were on a very well-known WMS system that was not efficient, so we had to build out other systems to compensate. We were on multiple systems that didn’t talk to each other. Deposco allowed us to tear out all of the old systems. Now we have one system that shows us the whole truth.”*

The Century 21 team knew they needed a configurable approach due to their uncommon business model. During a typical implementation, the warehouse configuration is typically the first priority, and the next step is the configuration at the store level. However, due to major store-level issues at Century 21, the stores were the first priority to have running on Deposco.

### Finding the right partner

*“There is best in class and best for us.”*

Century 21’s search for a partner started with Thayer looking through research conducted by Gartner, a prominent research group and trusted advisor. He amusingly recalls how he cold-called a Deposco sales representative and left a voice message. “Easiest inbound lead you will get”, he laughs.

Conversations continued between Century 21 and Deposco, and Thayer said he knew Deposco was the right fit during a conversation with Deposco CEO Bill Gibson, when Gibson told him, “I don’t need more customers, I need more partners.”

Thayer reflects on this moment and then continues,

*“Deposco said they would always be there for us as a partner, and they have gone above and beyond to meet that commitment.”*

With the previous system, Century 21 Stores lacked inventory visibility at the store level, which made it difficult to plan or track the type and amount of inventory allocated for each store. Deposco compiles a large list of all items received in the warehouse. The list is then seamlessly migrated into Mi9 to optimize distribution to stores. This new process allows stores to better prepare for the type and amount of inventory arriving while also providing full visibility.

*“In my 20 years of working in logistics, I have a small group of people who I would consider partners. Once you have those folks, you will always want to work with them. And that is how I envisioned it would be to work with Deposco.”*

The move to Deposco signifies a shift to a cloud-based platform and provides a clear path into the future for Century 21 Stores.

**Having undergone a total transformation of not only their systems but their processes, Century 21 has seen some amazing results.**

## 1 Million

**Units shipped per week**

Units shipped per week over timelapse

*“After almost one year of fighting this battle together, I’m still very comfortable that we picked the right PEOPLE to work with. I say people because the tech is only as good as the folks that scope, design, develop, and implement it. I’ll take that every day over any of Deposco’s competitors.”*



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