



All Fasteners

Company Facts

- Location: Franksville, Wisconsin
- Industry: Fastener and Industrial distribution
- Number of Employees: 46
- Web site: www.allfast.com



“The integrated supply management capability of Prophet 21 is great for VMI and MRO—now we have one solution for billing, data mining, and reporting, all customized for our customers.”

Jim Ruetz, President & General Manager | All Fasteners

Success Highlights

Challenge

- Help a Midwest fastener supplier and warehouse manager fill its customers' parts bins faster and more accurately

Solution

- Epicor Prophet 21 with Wireless Warehouse Management Solution (WWMS)

Benefits

- Reduced internal order error rate (“bugs”) by 67 percent
- Decreased overtime 35 percent
- Eliminated need to batch-process customer contract data

All Fasteners, a Wisconsin-based fastener distributor, is actually two companies with different business models. One—affiliate All Tool Sales—is a traditional industrial distributor, supplying cutting tools, abrasives, machinery and components, and supplies to industrial customers, mainly in the upper Midwest. The other is in the vendor-managed inventory (VMI) business—running onsite parts warehouses for customers all over the Midwest, providing them with the fasteners and other supplies they need just when they need them.

All Fasteners has been using the Epicor Prophet 21 enterprise resource planning (ERP) system to support its customer-specific solutions for VMI since August 2006. The Tool division went live in May 2012, which marks the first time since 1985 that the two company divisions have been on the same software system. “For nearly 30 years, we’ve been looking for a system that would fit both sides of our business,” says All Fasteners President Jim Ruetz. “Flexibility is the #1 attribute of Prophet 21 for us; it’s paramount to our service. Prophet 21 gives us much better ability to react to our customers’ needs, and lets us be more proactive.”

Prophet 21 incorporates functionality that makes VMI a breeze: it downloads customer contracts directly into stockers’ handheld computers, which also allows for on-the-fly adjustments in inventory levels according to customers’ production demands. All Fasteners’ bin floor stockers can transmit data into the system via VPN connection over the wireless phone in their scanners, which saves valuable time that had previously been spent uploading data once the stockers returned to the office.

As a result, overtime required to process orders has plunged dramatically. “For example, we have significantly reduced the number of times we have people working on Saturdays to meet a Monday delivery date,” Ruetz notes.

Wireless Warehouse Improves Productivity, Flexibility, and Accuracy

Improvements have been especially noticeable in All Fasteners’ warehouse operations, thanks to the Prophet 21 wireless warehouse management solution, which is fully integrated with the Prophet 21 database.

Because All Fasteners employees were already familiar with the basics of wireless warehouse management, the company experienced something unusual after the conversion to Prophet 21: immediate productivity gains. “Whenever you implement a new system, there’s a learning curve, and productivity usually goes down,” comments Ruetz. “But because we were wireless before implementing Prophet 21, we saw our efficiency improve right after switching.”

According to Ruetz, “Wireless warehouse really facilitates VMI; it is very accurate, and one of the key components for improving flexibility and speed in shipping product to the customers.” For example, where All Fasteners’ old system required pickers to obtain box labels for orders one at a time from a central printer, WWMS lets them print labels in batches on wireless printers attached directly to their mobile work carts, thus dramatically reducing the incidence of “bugs”—order errors caught internally before orders ship. “We were averaging five bugs a month on our old system,” Ruetz said. “During our conversion to Prophet 21, we implemented the wireless printers for our order fulfillment teams and had four bugs the entire quarter.”

Integrated Technology, Supported by Consulting

All Fasteners has utilized the services of Epicor implementation consultants for both of its divisions. “These consultants really know the business; many of them have used Prophet 21 themselves in their previous companies,” Ruetz observes. “They have the tools to make these projects succeed.” For example, at All Fasteners, data conversion was a critical aspect of implementation. According to Ruetz, the old data structure was converted in record time.

“With a SQL Server®-based system, it is now easier to get at the data,” he adds. “We are able to do more with less, using the Prophet 21 software to serve our customers at a lower cost. The integrated supply management capability of Prophet 21 is great for VMI and MRO (Maintenance, Repair, and Overhaul)—now we have one solution for billing, data mining, and reporting, all customized for our customers.”

About Epicor

Epicor Software Corporation is a global leader delivering business software solutions to the manufacturing, distribution, retail, and service industries. With more than 40 years of experience, Epicor has more than 20,000 customers in over 150 countries. Epicor solutions enable companies to drive increased efficiency and improve profitability. With a history of innovation, industry expertise, and passion for excellence, Epicor inspires customers to build lasting competitive advantage. Epicor provides the single point of accountability that local, regional, and global businesses demand. For more information, visit www.epicor.com.



Contact us for more information on Epicor Products and Services

+1.800.776.7438 info@epicor.com www.epicor.com

Corporate Office
804 Las Cimas Parkway
Austin, TX 78746
USA
Toll Free: +1.888.448.2636
Direct: +1.512.328.2300
Fax: +1.512.278.5590

Latin America and Caribbean
Blvd. Antonio L. Rodriguez #1882 Int. 104
Plaza Central, Col. Santa Maria
Monterrey, Nuevo Leon, CP 64650
Mexico
Phone: +52.81.1551.7100
Fax: +52.81.1551.7117

Europe, Middle East and Africa
No. 1 The Arena
Downshire Way
Bracknell, Berkshire RG12 1PU
United Kingdom
Phone: +44.1344.468468
Fax: +44.1344.468010

Asia
238A Thomson Road #23-06
Novena Square Tower A
Singapore 307684
Singapore
Phone: +65.6333.8121
Fax: +65.6333.8131

Australia and New Zealand
Suite 2 Level 8,
100 Pacific Highway
North Sydney, NSW 2060
Australia
Phone: +61.2.9927.6200
Fax: +61.2.9927.6298

The contents of this document are for informational purposes only and are subject to change without notice. Epicor Software Corporation makes no guarantee, representations or warranties with regard to the enclosed information and specifically disclaims, to the full extent of the law, any applicable implied warranties, such as fitness for a particular purpose, merchantability, satisfactory quality or reasonable skill and care. This document and its contents, including the viewpoints, dates and functional content expressed herein are believed to be accurate as of its date of publication, September 2012. The usage of any Epicor software shall be pursuant to the applicable end user license agreement and the performance of any consulting services by Epicor personnel shall be pursuant to applicable standard services terms and conditions. Usage of the solution(s) described in this document with other Epicor software or third party products may require the purchase of licenses for such other products. Epicor, Business Inspired, the Epicor logo, and Prophet 21 are registered trademarks of Epicor Software Corporation in the United States, certain other countries and/or the EU. SQL Server is either a registered trademark or trademark of Microsoft Corporation in the United States and/or other countries. All other trademarks mentioned are the property of their respective owners. Copyright © 2014 Epicor Software Corporation. All rights reserved. Job# 1,748.