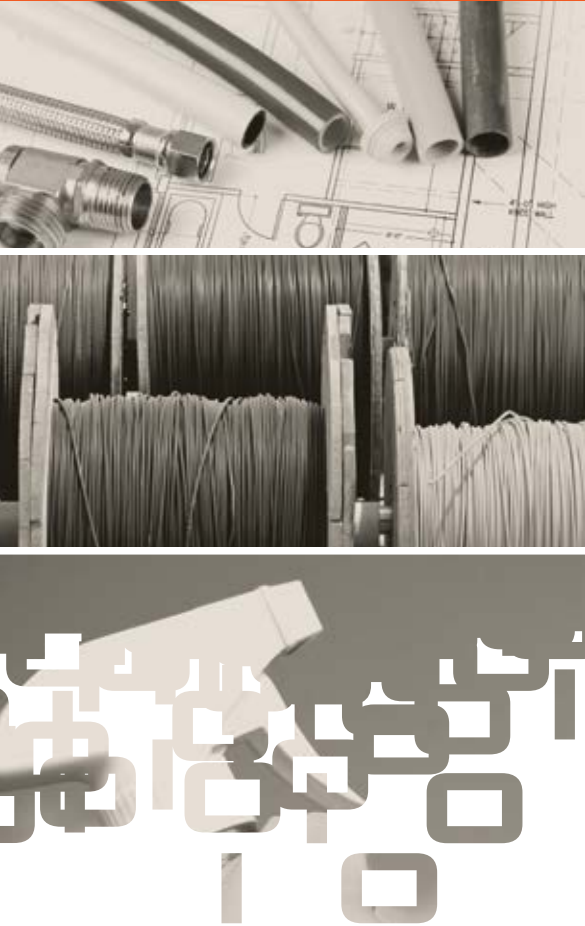




Industrial Supply Company

Industrial Supply Company Supports Sales Growth with Prophet 21

Company Facts

- Location: Terre Haute, Indiana
- Industry: Industrial
- Number of Employees: 55
- Web site: www.ind-supply.com



“With Epicor technology in place, we are doing a higher volume of business, and we’re better organized. Prophet 21 has helped us stay competitive, and we have leveraged the solution to make our company more profitable.”

Brian Williams, Director of IT | Industrial Supply Company

Success Highlights

Challenge

- Help a Midwest distributor reduce operational costs, automate processes, and improve customer service to increase profitability

Solution

- Epicor Prophet 21

Benefits

- Supported growth (acquisitions and opening of additional branches) and profitability without having to add staff
- Increased sales volume, inventory volume, and accuracy
- Reduced costs and improved efficiencies

Industrial Supply Co. was founded in 1915 in Indiana, later becoming headquartered in Terre Haute, to serve the coal mining and brickmaking industries. As times have changed, 60 percent of Industrial Supply’s business now comes from Maintenance, Repair, and Overhaul (MRO) and mill supplies, and industrial products, including cutting tools and abrasives. Plumbing products and supplies represent another 20 percent, and the rest comes from a variety of markets, including electrical and janitorial/sanitation. The company has four branches and 55 employees.

To increase sales and reduce operational costs, Industrial Supply has embraced technological advances for automating processes. Among those is electronic inventory control. According to Brian Williams, Director of IT, “We need to know what our product mix is, what’s moving, and what’s not moving. We have to identify dead stock and convert it from a liability into something we can actually sell.”

Since 2003, the Epicor Prophet 21 enterprise resource planning (ERP) system has been an integral part of Industrial Supply’s long-term plan for growth. Among the benefits that Williams cites is the ability to access and mine Microsoft® SQL Server®-based data from Prophet 21 and export it into Microsoft Excel®, Crystal Reports®, and other formats. “The Prophet 21 business intelligence solutions allow you to create any kind of report you want: financials, key performance indicators, inventory trends, and so on. This is huge for us,” he states.

In addition, Epicor Prophet 21 has helped Industrial Supply reduce timeframes on many projects. "Opening a branch, small or large, is much easier with Prophet 21," says Williams. "The connectivity it offers is excellent, and training new employees is simple, since it's a Microsoft Windows®-based solution and the navigation is very intuitive. We have relied on the system to improve our processes without adding staff."

Powerful Applications

According to Williams, Epicor Prophet 21 is "very powerful, and constantly being improved to adapt quickly to the needs of the marketplace." As a result, Industrial Supply is making use of numerous supporting applications, including Epicor B2B Seller, a Web-based storefront that connects directly to Prophet 21 for seamless customer service and sales.

Williams explains, "Our customers have asked for an eCommerce solution that will enable them to find out what we have in stock without having to pick up the phone." The time spent by Industrial Supply customer service representatives answering customer inquiries has been reduced, which allows for re-deployment to other tasks. "With B2B Seller, we have reduced costs and improved customer service," he says.

Extensibility tools such as Epicor DynaChange Portals, Rules, and Navigator allow Industrial Supply to modify and "sculpt" the Prophet 21 system to improve business processes, make workflows and screens more tailored, and create rules to increase users' efficiency. "Our users are inspired to be more productive and do better in their jobs because of the technology," confirms Williams. "Epicor was very responsive to their needs...They are very excited as these new features are being rolled out to make their lives easier."

Industrial Supply has also been on the Prophet 21 Wireless Warehouse Management Solution since 2005 (as one of the first Epicor customers to use it). After rolling it out to all of the branches, the company's sales volume, inventory volume, accuracy, and efficiencies increased, without having to add any more employees in the warehouse.

A Lasting Partnership

In reviewing Industrial Supply's overall experience with Epicor, Williams states, "The relationship has been good across the board, including our contacts in support, consulting, and product management. And the products are excellent. With Epicor technology in place, we are doing a higher volume of business, and we're better organized." Year over year since being on Prophet 21, Industrial Supply has continued to grow, and has recently experienced record sales months. "We could not have done it without Epicor," Williams concludes. "Prophet 21 has helped us stay competitive, and we have leveraged the solution to make our company more profitable."

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.



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