



Race Brothers Farm & Home Supply

Company Facts

- Location: Springfield, Missouri
- Industry: Farm/Agriculture/Hardware
- Number of Stores: 3
- Web site: www.racebros.com



“By increasing employee training with Training on Demand, we are significantly improving employee productivity, which flows right through to the bottom line.”

Roy Mason, Vice President/Manager | Race Brothers Farm & Home Supply

Increase Employee Effectiveness and Empowerment with Easily Accessible Employee Training

Race Brothers Farm and Home Supply is dedicated to providing customers with quality service and a complete line of farm and home supplies. Race Brothers has relied on Epicor business management software to run its business for more than 15 years. With some 100 employees, keeping them all up-to-date and effectively using the power inherent in its Epicor solutions presented some challenges.

“Having managers and senior employees training other employees wasn’t effective for us,” says Roy Mason, vice president and manager of Race Brothers Farm and Home Supply. “It was time-consuming and didn’t consistently convey the best use of our Epicor® Eagle® system or the business practices we wanted to use across our three stores.”

Improving Employee Performance—a Company-wide Initiative

Roy saw Epicor® Training on Demand (TOD) at an industry trade show and was eager to implement its full library of role-based training modules in the Race Brothers stores. “As soon as I learned about Training on Demand, I knew that it would help us improve employee performance and achieve best practices throughout our business,” said Mason. “We soon began implementing Training on Demand with the goal of creating one comprehensive training program for all three stores.”

In order to accelerate the adoption of TOD, Race Brothers started by training the management team, and then rolled TOD out to the rest of the staff. “Our managers quickly adopted the new training and their enthusiasm made adoption by all of our

Success Highlights

Challenges

- Improving employee performance
- Utilizing consistent business practices company-wide

Solution

- Epicor® Training on Demand™ (TOD)

Benefits

- Improved staff productivity from better utilization of Eagle system features
- Engaged employees taking initiative to implement new business processes
- Increased employee knowledge with decreased time required for training

employees much easier. Employees understood that the company was committed to improving performance and that training was critical at all levels in the company,” said Mason.

Creating an Eagerness to Learn

Mason’s approach to rolling out TOD was to showcase one module as an example. “I started employee meetings with a presentation explaining why improving performance is important and that we are committed to investing in our employees in order to improve performance. I then played the introduction to Eagle Mobile TOD module so the staff gained instant training and left with actionable knowledge. They learned how to print labels from RF guns and left our meeting dashing off to try it,” said Mason.

From that point, getting employees to watch other modules was easy. “As soon as the staff saw the breadth of modules available and watched their first TOD module, their acceptance was immediate,” said Mason. “A first positive experience, with management backing, allowed us to launch TOD with a bang.”

Empowered Employees Take Performance Improvement to New Levels

As Race Brothers employees complete TOD modules, benefits occur immediately. “Beyond educating our staff on how to get the most from our Eagle system features, we have employees asking us to adopt new, more efficient processes. Staff morale is improving. Employees are taking initiative and asking for additional system permissions so they can perform additional tasks. This will have a significant benefit to the business over a long period of time,” said Mason.

“Training on Demand is a great product! It’s powerful, flexible, affordable, and delivers an immediate return. By increasing employee training, we are significantly improving employee productivity, which flows right through to the bottom line,” said Mason.

About Epicor Training on Demand

The Epicor® Training on Demand system is an eLearning tool. It provides rich job-specific training tailored to the needs of every individual at every skill level within your company. Most modules take less than ten minutes to complete, and provide training personalized to the needs of retail employees of all skill and experience levels, and learning abilities.

The Training on Demand curriculum includes a wealth of individual lessons designed to teach new skills, strengthen existing skills and empower your employees to grow in their jobs or train for new positions. Courses cover both retail best practices, and Eagle features from basic to advanced.

The Training on Demand solution is self-paced – allowing users to move at their own pace and repeat lessons as needed – to strengthen and reinforce learning.

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

+1.800.538.8597 eagle@epicor.com www.epicor.com/eag;e

Worldwide Headquarters
San Francisco Bay Area
4120 Dublin Boulevard, Suite 300
Dublin, CA 94568 USA
Toll Free: +1.888.448.2636
Direct: +1.925.361.9900
Fax: +1.925.361.9999

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
Level 34
101 Miller Street
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, [March 2013]. 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, Eagle, Business Inspired, and the Epicor logo are registered trademarks of Epicor Software Corporation in the United States, certain other countries and/or the EU. All other trademarks mentioned are the property of their respective owners. Copyright © 2013 Epicor Software Corporation. All rights reserved.