



The Miami Corporation

Company Facts

- Location: Cincinnati, Ohio
- Industry: Industrial
- Number of Employees: 70
- Web site: www.miamicorp.com



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Dan Niehaus, Vice President of Finance | The Miami Corporation

A decade ago, if you asked Dan Niehaus, vice president of finance for The Miami Corporation, whether his company had much in common with the average distributorship, he'd probably say that a distributor of automotive and marine interior and exterior trim products is hardly typical.

“When we started out, we thought of ourselves as being in the automotive/marine upholstery business,” explains Niehaus. “Now we know that not only are we in the distribution business, but we’re also in the business of information—Epicor Prophet 21 was a big factor in that evolution.”

When Niehaus and the executive team at The Miami Corporation decided to implement Prophet 21, the Epicor Microsoft® Windows®-based enterprise software solution, they were looking for a single solution focused on distribution to streamline every aspect of their business. “We didn’t want separate systems for contact management or accounting—we wanted integration, and the ability to pick, pack, and ship from multiple warehouses,” Niehaus says.

Besides keeping all areas of a business in touch, the integrated nature of Epicor Prophet 21 centralizes a company’s vital business data in one location, so employees always know where to look. For example, The Miami Corporation has more than one warehouse, but all employees have access to stock information at every location.

Success Highlights

Challenges

- Help a Cincinnati, Ohio-based distributor of trim products for the automotive, marine, and upholstery trades reduce AR and increase its bottom line

Benefits

- Helped increase bottom line by 50 percent
- Integrated solution keeps all vital information in one place
- Reduced AR days and dollars outstanding
- Improved fill rates

"In one order, a single employee can ship items from different warehouses, have other items drop-shipped, and special order items—all on the same transaction," observes Niehaus. "In the past, we needed multiple orders to do that. The amount of information our employees have at their fingertips is leagues different than what it used to be."

Purchasing and Accounts Receivable

The right information can be a powerful tool, and The Miami Corporation has spent the past nine years since going live on Epicor Prophet 21 putting it to use. As examples, Niehaus is quick to point out the effects the solution has had on both purchasing and accounts receivable (AR).

In addition to providing contact information, a history of notes, and order information, the cash collections functionality in Epicor Prophet 21 prioritizes customers who have owed the most money for the longest amount of time.

"Cash collections has been huge for us," Niehaus remarks. "We've done a really good job pulling our AR days down, as well as the dollar amount outstanding."

Focusing on AR can have a huge impact on a company's bottom line, and The Miami Corporation is no exception. Since going live on Epicor Prophet 21, its bottom line has increased by approximately 50 percent compared to the company's previous system.

Epicor Prophet 21 has also helped The Miami Corporation improve its purchasing. According to Niehaus, the company is selling a lot more with basically the same level of inventory. "Our turns have stayed the same, but that was a customer service decision—we've invested more in inventory, knowing our turns wouldn't increase, but our fill rates are much better," he says.

B2B Seller

The Epicor Web-based storefront, B2B Seller, powers The Miami Corporation's main Web site. "The real-time inventory and customer-specific pricing shown on the site are differentiators for us," notes Niehaus. "As a result, we see lots of traffic on the site, and it's growing every year. I wouldn't hesitate to recommend it to distributors with basic needs for eCommerce."

Reflecting on how his business has changed in the years since implementing Epicor Prophet 21, Niehaus sees the data that the solution provides as the catalyst. "We've been thinking a lot about having the best information possible, because that creates a competitive advantage," he states. "Gaining Epicor as a strategic partner has helped move us in that direction. They set the bar for Enterprise Resource Planning software, and they continue to raise it.

"The entire Epicor culture is based around business information," Niehaus concludes, "and if you take advantage of that—whether through the data in your solution or by participating in their community of distributors—you can't help but learn something."

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

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