



## Epicor Success Story

# McLendon Hardware Inc.

## Upgrades to Epicor Eagle N Series software and sees gains by using reports and business analytics

### Company Facts

- ▶ Location: Seattle, Washington
- ▶ Industry: Hardware and Home Center
- ▶ Number of Employees: 550
- ▶ Number of stores: 7
- ▶ Web site: [www.mclendons.com](http://www.mclendons.com)
- ▶ Co-op: Ace



### Success Highlights

#### Challenges

- ▶ Using data to drive decisions
- ▶ Empowering employees with the data they need
- ▶ Getting new and existing employees to use system features

#### Solution

- ▶ Epicor® Eagle N Series™
- ▶ Epicor Compass™

#### Benefits

- ▶ Improved decision timeliness and effectiveness with enhanced real-time analytics
- ▶ Increased customer service by using system functionality
- ▶ Instant access to Help, Chat, online training, and Community forums

McLendon Hardware has been serving the Seattle metro area with hardware, garden supplies, and lumber since 1926. Today this large and successful operation has seven retail locations, two distributions centers, and 550 employees. An Epicor customer for almost 20 years, the business is run entirely using the suite of Epicor Eagle business management solutions. "Epicor solutions are really the core of our business," said Nathaniel Polky, information technology manager for McLendon Hardware. "The Eagle system helps automate processes from point of sale (POS) to inventory management. Upgrading to the new Epicor Eagle N Series software was a logical step for us."

#### Business analytics and reports empower employees

Epicor Eagle N Series software enables retailers to easily access business critical information and analytics which fuels new business insights and faster and more effective decisions. "McLendon's focus is to leverage our data in order to benefit our internal team and our customers," said Polky. "With Eagle N Series software and Compass software, we're actively using data and reports to help our team members do tasks more quickly, make more informed decisions, and ultimately deliver better service to our customers. We're widening the circle of employees who receive data and reports; because knowledge is power and ultimately helps all of us do a better job everyday. The rich analytics in

Eagle N Series software has helped us solve problems and make decisions from day one."

## Familiar user interface helps increase customer service

Eagle N Series solution is built on the Microsoft.NET® architecture delivering a familiar and user-friendly solution. "The simpler interface is a big benefit to us because it helps get our team members up and running quickly while reducing training costs. This allows us to serve customers more quickly, which improves customer service," said Polky. "Additionally, our technical team immediately began using the Community and Chat features to access, and interact with, the broad Eagle community. We anticipate that many team members will use the Community feature for instant access to Help content, and other retailer resources, empowering them to readily get answers to their questions."

## Effortless implementation

Eagle N Series software provides a functionality leap, yet upgrading is easy because it's both a familiar Microsoft interface and a familiar Eagle interface. Employees don't need to be retrained to use the system and upgrading is effortless without any disruption to the business. "The implementation was very smooth," said Polky. "The nice thing about Eagle N Series software is that it's still familiar. It's still Eagle software at its core, but now we'll be able to take advantage of architectural system enhancements going forward. We switched overnight and our team members were excited to use it the next day."

"We have a strong and collaborative partnership with Epicor," said Polky. "The Eagle solution is at the core of our business. It has helped reduce our inventory by almost 25 percent just by using automated replenishment. We've increased our in-stock percentage and ultimately, we serve our customers better. Eagle N Series software is a solid continuation of that journey."

## About Epicor

Epicor Software Corporation drives business growth. We provide flexible, industry-specific software that is designed around the needs of our manufacturing, distribution, retail, and service industry customers. More than 40 years of experience with our customers' unique business processes and operational requirements is built into every solution—in the cloud, hosted, or on premises. With a deep understanding of your industry, Epicor solutions spur growth while managing complexity. The result is powerful solutions that free your resources so you can grow your business. For more information, [connect with Epicor](#) or visit [www.epicor.com](http://www.epicor.com).



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