



Success Story

Corley Drugs Increases Gross Margins and Boosts Efficiencies with Epicor® Eagle®



Company Facts

- Headquarters: LaGrange, Georgia
- Industry: Pharmacy
- Number of Stores: 4
- Employees: 75
- Solution: Epicor Eagle

“Since starting on Eagle, our average gross margin increased one percent. We’re definitely seeing the return on investment on our Epicor system. It’s a great solution.”

David Cochran, Co-Owner | Corley Drugs

Executive Summary

Corley Drugs has been a successful pharmacy business for nearly 35 years. Recently, management decided to focus on their front-end profitability to counteract shrinking margins in pharmacy. They chose the Eagle system to improve efficiency and gain better inventory control. Since implementation, Corley Drugs has minimized transaction times at point of sale, reduced inventory while avoiding stock outs, pinpointed unprofitable hours of operation, and improved gross margins by one percent.

Corley Looks to Epicor Eagle to Help Boost Shrinking Margins

Corley Drugs is an independent pharmacy serving LaGrange and Manchester, Georgia residents since 1976. With 75 employees, Corley goes beyond filling prescriptions. Its services, such as a generic drug program and Med-On-Time, have made them a favorite with customers. But when their margins shrunk due to rising drug costs and insurance company pricing, Corley Drugs had to search for new ways to gain profitability, specifically through boosting its front-end retail margins. To start, they needed a new computer system to run point of sale and inventory management and the system had to integrate with its QS/1 pharmacy management system.

Corley looked at systems from Epicor and other companies. After much consideration, Corley chose the Eagle system. “We felt strongly that Epicor was in position to provide us the support we required. And that support was key to our decision,” says David Cochran, owner of Corley Drugs. Besides support, a second component swayed their decision: Corley could keep their current hardware to run the Epicor system. “We saved approximately \$30,000 to \$35,000 up front by using most of our existing hardware,” states David.

Epicor’s implementation and data conversion specialists and detailed implementation plan also reassured Corley management. “Everything worked beautifully the day we went live,” explains David. “It was a joy to see the customers being served. We had Epicor trainers on-site, too. It was a very smooth transition.”

Gaining Efficiency at Point of Sale

Corley Drugs transitioned from go-live to day-to-day operations smoothly. After almost a year on the Eagle system, Corley can clearly see the positive results. “Eagle has decreased the amount of time the customer has to wait during each transaction,” says David, “and our employees process orders much faster, especially when there’s a problem. Before they might have just thrown up their hands, but with the Eagle system, they can fix the problem right away.”

The new signature pads have provided additional benefits to Corley Drugs as well. “We use signature pads to keep track of all the signatures, not only for credit card information, but also for signing out prescriptions. It’s a must-have in our industry,” describes David. “And it’s much easier to keep it on a computer than to have those signatures on paper.”

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Reducing Inventory Levels

Corley also saw improvements with their inventory management and purchasing. "Our inventory management efforts have definitely improved. We better manage how much we have in stock, and we can see what's selling and what's not. We went from ordering once a day to once a week because of the Eagle system," adds David. "Inventory levels are down, but we're not having stockouts. We're doing a better job of purchasing the items that our customers are buying."

Because of better purchasing, stores are selling more products. When a store is running low on a top-moving item, Corley uses the multi-store functionality available on Eagle to transfer products. "We're able to easily transfer merchandise between our stores," describes David. "If one store runs out during a sale, we can move product around. It has helped the back office, too, because they don't have to manually account for the transfer. Eagle makes those changes automatically."

Decreasing Costs with Compass

Corley has uncovered trends and opportunities with Epicor Compass™, which allows users to look at valuable, in-depth business data in an easy-to-read format. "We used Compass to generate a report on how many prescriptions and retail transactions occurred from 6 p.m. to 8 p.m. on Saturdays. We were losing money during those two hours. We changed store hours so that one store closes at 4 p.m., two stores close at 6 p.m., and only one stays open until 8 p.m. for emergency prescriptions," explains David. "Compass helped us save at least \$2000 in personnel costs per month, and we haven't lost revenue or customers."

Increasing Return on Investment

The proof is in the data. "The profit we're earning from front-end retail is definitely making up for what we're losing in pharmacy. 80 percent of our profit comes from pharmacy and 20 percent is now coming from retail. Since installing Epicor Eagle, our gross margin increased one percent," concludes David. "We're definitely seeing the return on investment on our Epicor system. It's a great solution."

About Epicor

Epicor Software Corporation is a global leader delivering business software solutions to the manufacturing, distribution, retail, and services industries. With nearly 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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