



Success Story

Interstate + Lakeland Lumber Cuts Costs and Streamlines Processes with Epicor® Inventory Management System



Company Facts

- Headquarters: Greenwich, Connecticut
- Industry: Lumber and building materials
- Number of Employees: 125
- Founded: 1922
- Solution: Epicor Inventory Management System



“With the Epicor Inventory Management System, we have reduced the amount of manpower and time required to do inventory counts. And we’re getting it done more accurately.”

Gary Schneidman, CFO and CTO | Interstate + Lakeland Lumber Corp.

Executive Summary

For almost 90 years, Interstate + Lakeland Lumber Corp. has provided lumber and custom millwork to builders. With five retail locations in Connecticut and New York, and an 11-acre millwork production and distribution facility in Bethel, Connecticut, the company leverages cutting edge technology to establish best practices for its industry.

Taking Action to Meet an Urgent Business Need

Gary Schneidman knows that Interstate + Lakeland Lumber’s clientele are unlike casual shoppers in traditional retail stores. Since builders and contractors send job plans to multiple competing lumber suppliers in search of the lowest bid for materials, it’s crucial for Interstate to leverage every possible advantage to keep Interstate running as efficiently as possible.

To that end, Interstate has deployed Epicor Inventory Management System to reduce the cost and time involved with doing physical inventory counts. “Every nickel and penny matters nowadays,” Gary says. “With Epicor Inventory Management we have reduced the amount of manpower and time required to do inventory counts. And we’re getting it done more accurately.”

Gary has been anticipating the release of the new inventory solution. In fact, he played an instrumental role in the creation of the system. Along with being chief financial officer and chief technology officer at Interstate, Gary also participates in the ECS Pro™ Advisory Council. The council meets twice a year to give Epicor customers an opportunity to discuss the needs of the ECS Pro user community and brainstorm about new ways to use technology to address business challenges.

“John Carroll at Ring’s End Lumber is a friendly competitor in our region,” Gary explains. “Together, with two other members of the Advisory Council, we approached developers at Epicor with a request for a solution that would help our companies and others like us modernize inventory counting and other warehouse processes. The Epicor developers listened to our needs and came back with an excellent product.”

The result is a system of wireless bar code scanning guns that synchronize with the ECS Pro system. Epicor Inventory Management System streamlines operations by reducing manual processes in inventory counts, receiving, purchasing, and bin labeling.

User-Friendly System Vastly Reduces Required Manpower

Company leaders at Interstate knew cumbersome manual processes were becoming a weak link in their business. “We were counting inventory the old-fashioned way,” Gary says. “Managers at each location printed count sheets that could be 450 pages, handed them to employees, and told them to go count stock. Then we had to manually enter the quantities into the system. It was labor-intensive and prone to counting errors and data entry errors. It was time to renovate our processes.”



“We just point and scan in offline mode. There’s no worry about wireless range. When we’re done, all of the information is automatically uploaded to our ECS Pro system with the touch of a button.”

Gary Schneidman, CFO and CTO | Interstate + Lakeland Lumber Corp.

The rollout of the new Inventory Management System went smoothly at Interstate’s retail locations. After reading the technical documentation from Epicor, Gary went to each store and showed the store manager the process from start to finish. “I gave each store a quick guide or cheat sheet, but they said they didn’t need them,” he says. “They picked it up very quickly, without missing a step. The interface is intuitive, and the screens are simple and straightforward. We found the entire system easy to learn.”

Previously, each of Interstate’s retail stores required five or six employees working a full day to complete a manual inventory count, not including entering the data into the system. With Inventory Management System, inventory counting at each store was completed with only two employees working eight hours.

Using Intelligent Technology to Create a Tighter Enterprise

Gary says employees like the intelligence and flexibility of the system. “If we scan an unidentified item, we don’t need to stop what we’re doing,” he explains. “We can key in a description directly on the gun and then add an item code when we upload it to the server. The system also tells users if they accidentally double-count an item and asks if they want to replace the existing entry or add to it. That makes for a more accurate inventory.”

The increase in inventory accuracy makes for an all-around tighter enterprise for Interstate. “If a customer asks if we have an item, we can say yes and know that we truly do,” Gary says. “More accurate inventory also helps us plan our purchasing effectively so we can negotiate for the best pricing.”

Thanks to the efficiencies of the new system, Interstate is considering adjusting the number of days the business closes its doors for inventory. “We usually close on a Friday afternoon and Saturday, twice a year,” he says. “I can foresee changing that to just Saturday. That would be a substantial benefit.”

Looking ahead, Gary says Interstate plans to use additional features of Epicor Inventory Management System to streamline receiving, purchasing, and bin labeling. “The bottom line is we reduced our cost of doing inventory,” Gary summarizes. “It takes fewer people to do the counting, and we have eliminated the need to manually key the data into the server. Having more accurate inventory information benefits us in so many ways. Epicor Inventory Management System is definitely a worthwhile product.”

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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