



Success Story **Perrigo, Inc.**



Success Highlights

Challenges

- Help a Milford, Connecticut-based distributor find its niche in the PVF industry

Benefits

- Track serial numbers and electronically link important documents
- Accurately forecast items with long lead time
- Increase sales by 20 percent in each of the last four years

Company Facts

- Location: Milford, Connecticut
- Industry: Plumbing
- Number of Employees: 15
- Website: www.perrigo-inc.com

“Prophet 21® is a solution you can grow with, and we take advantage of everything Epicor® has to offer—from Application Consulting to Web-based Training—so we’re always utilizing the system to the best of our abilities.”

Charles Clark, President | Perrigo, Inc.

A Legacy Of Alliance

Ask Charles Clark, president of Perrigo, Inc., a pipe, valves, and fittings (PVF) distributor that caters to the biopharmaceutical industry, why his company has maintained such a strong partnership with Epicor since purchasing their first system in 1993, and his answer might surprise you: “A bolt of lightning.”

A year or so after implementing XL in 1993, a bolt of lightning struck Perrigo’s office, traveled through the phone lines, and fried their system. Thirteen hours, a new motherboard, and a few back-up disks later, Perrigo was up and running, having hardly skipped a beat. According to Clark, the Epicor quick response not only helped his company avert disaster, but also cemented the importance of their partnership with Perrigo.

“Half of our system was fried by lightning, but Epicor helped us get up and running in no time,” says Clark. “I knew then that Perrigo would never need to think about moving to another technology provider.” In 1998, Perrigo migrated to Epicor Acclaim, and after six years of success, decided to upgrade to Prophet 21 in 2004.

Finding A Niche

Founded in 1917 as a distributor that provided pipe, valves, fittings, and mill supplies to the industrial community in and around New Haven, Connecticut, Perrigo’s business took a turn in the early 90s.

EPICOR®

As industry peers moved their businesses to the southern portion of the country in hopes of finding a bustling PVF market, Perrigo decided to stay put and carve out its own niche in New England.

“That’s when we started looking at biopharmaceuticals,” explains Clark. “It’s a much more sophisticated sect of the PVF industry, and its customers demand a high level of technology utilization from their suppliers.”

Since most of the valves and pumps used in biopharmaceuticals are used for water for injection (WFI) into the human body, they have to be polished to a mirror finish, and must be accompanied by material test reports. Perrigo needed a solution that could track the serial numbers of these specialized products, as well as electronically link important documents and forecast the long lead times inherent to the industry.

Ahead Of The Curve

Before joining the Perrigo workforce as an outside salesman in 1975, Clark gained a background in technology in the Army, where he worked with computers. “When I started with the company in ‘75, we were on a manual system and I knew we needed to get computerized,” says Clark. “Ever since then, I’ve always believed that you have to stay ahead of the curve with technology.”

Clark proved his dedication to staying on the cutting edge in 2004, when Perrigo went live on Epicor Prophet 21. Combining the power of SQL Server® and the familiarity of Windows in a solution designed especially for distributors, Prophet 21 gives Perrigo the powerful functionality and flexibility they need to outstrip their competitors.

Since implementing Prophet 21, Perrigo has improved efficiencies at every level. Besides putting the serial tracking and document linking functionality to immediate use, they have averaged a 20 percent increase in sales each of the last four years, and employee productivity has gone up. Before Prophet 21, Clark had one and a half employees dealing with the extensive amounts of paperwork

the company produced. Now he has one employee handling paperwork, shipping, and quality control.

“We’re very efficient and our sales per employee are way above the industry standard,” says Clark. “There’s no doubt that Epicor Prophet 21 has been instrumental in helping us change from a small, city-wide supply house to one of the larger pharmaceutical processing equipment suppliers in New England.”

Making The Leap

In September of 2005, Clark sold the portion of his business that handled traditional PVF supplies so that Perrigo could deal exclusively in the biopharmaceuticals market. Looking to the future, Clark is confident his company’s partnership with Epicor will help Perrigo stay ahead of the pack.

“Prophet 21 is a solution you can grow with,” he concludes, “and we take advantage of everything Epicor has to offer—from Application Consulting to Web-based Training—so we’re always utilizing the system to the best of our abilities.

“Implementing a new solution is a leap of faith—it takes faith in your people and faith in the solution. With Epicor and Prophet 21, I like where we’ve landed.”

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.



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
7683 Southfront Road
Livermore, CA 94551 USA
Toll Free: +1.888.448.2636
Direct: +1.925.449.0606
Fax: +1.925.373.2075

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