



Success Story

United Electric Supply



Company Facts

- Location: Wilmington, Delaware
- Industry: Electrical
- Number of Locations: 16
- Website: www.unitedelectric.com



Success Highlights

Challenges

- Help a New Castle, Delaware-based electrical supplier serve a growing customer base better and faster

Benefits

- Decreased inventory management time
- Increased employee productivity
- Improved financial management

“There are a lot more opportunities in this system. Eclipse™ forces us to be more disciplined.”

Tom Cloud, Chief Executive Officer | United Electric Supply

United Electric Supply grew from a converted barn in Wilmington, Delaware, to a \$160-million-a-year business with 300 employee-owners in five states by selling its customers more than just electrical equipment. The company goes the extra mile to help its customers with technical advice, project management services, virtual warehousing, and educational seminars on industry trends and best practices.

So it should come as no surprise that when UES decided it was time to move to an enterprise management solution that was ready for whatever the future might bring, it went the extra mile to thoroughly evaluate the best products on the market to replace their Epicor® Array solution.

“We wanted to see solutions that other multi-branch electrical distributors our size and larger were using,” said Director of Training Rich Chadwick. “Software is an evolving thing, and we needed a solution that would keep up with changes in the industry.”

After selecting three solutions to evaluate, a team of 20 UES employees put them through their paces and rated them on how well they handled their business functions.

Epicor Eclipse came out on top in every area.



Wireless Warehousing at Warp Speed

“The thing we like most about Eclipse is the radio frequency warehousing,” said Chief Executive Officer Tom Cloud. “The Eclipse system is superior to the others we evaluated”—so much so, he added, that what had started in April 2007 as a wireless warehouse pilot project in two locations was quickly expanded throughout the company. The company has implemented wireless warehouse management in a third location and plans to expand it to its smaller branch offices.

“We’re implementing RF warehousing faster because we’ve gotten such good results, and the implementation was easier than we anticipated,” Cloud said. It’s really given us the ability to rely much more on cycle counts, and it’s eliminated the need for some physical inventories.”

Tools that Keep Everyone Alert

Cloud and Chadwick both identified the Eclipse tracking and alert systems as keys to increased productivity for UES. “There’s a system of customer calling queues that alert salespeople when there’s a change in the orders so they can take corrective action,” said Chadwick. “It has an excellent tracking system,” Cloud added. “We’re using it as a productivity tool for our workers.”

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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