



## Epicor Success Story

# A World of Tile

## Increases efficiency and saves money with Epicor Eagle Hosting and Epicor Eagle N Series software

### Company Facts

- ▶ Location: Denver, Colorado
- ▶ Industry: Building Materials, Stone, and Tile
- ▶ Number of Employees: 88
- ▶ Number of Stores: 15
- ▶ Web site: [www.worldoftile.net](http://www.worldoftile.net)



### Success Highlights

#### Challenges

- ▶ Dropped connections disrupting business across 15 locations
- ▶ Manually maintaining data back-ups and data security
- ▶ Capital investment for servers and related equipment

#### Solutions

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

#### Benefits

- ▶ Enhanced system reliability and continuous uninterrupted service
- ▶ Additional security with off-site data storage and back-up reduces risk
- ▶ Capital available for other business needs
- ▶ Increased efficiency and cost savings

A World of Tile opened in 1989 as a small tile retailer that today operates 15 stores in Colorado, Arizona, and New Mexico. The company sells stone and tile, sourced from around the world, and advises the 'do it yourself' homeowners on design and installation techniques for a successful project. An Epicor customer since 2009, A World of Tile implemented the Epicor Eagle Hosting solution in order to eliminate system interruptions and ensure data security.

#### Reliable and worry free

Today, businesses depend on technology across the entire operation, and therefore any interruption in service can be costly. Increasingly, businesses are outsourcing server operations to Epicor Eagle Hosting, which has redundant power sources is designed with 99.95% reliability providing continuous uninterrupted service. "Eagle Hosting helps us avoid disruptions from service provider down time. Before using the solution, if the server in our main office lost its' Internet connection, that meant connections dropped across all of our stores. Eliminating that problem has been a huge benefit to us," said Bryan Hawthorne, CFO of A World of Tile. "We were also concerned that a natural disaster or technology failure would cause data to be lost or compromised. Now we have no worries with the solution's automated nightly backups, 24-hour server monitoring, virus protection, and off-site redundant disk back up. Eagle Hosting is a reliable and secure solution that supports our business

operations and keeps our customer's data safe and PCI compliant."

## Upgrades, back up, and data security made easy

Epicor performs system management activities such as monitoring, administering, or system upkeep. "Eagle Hosting eliminates the complexity of system administration and maintenance for our 15 locations," said Hawthorne. "We no longer have to manage the process of upgrading to the next level of software because it's done automatically for us at the hosting site. We don't have the burden of backing up our data because of Epicor System Backup and Recovery service, which means our employees no longer have to switch back-up tapes every morning. Nor do we worry that our customer data is PCI compliant because Eagle Hosting meets the data security requirements. There is immeasurable value in having data stored in a secure environment outside our building."

## Frees capital for business investment

The hosted version of Eagle enables A World of Tile to run their stone and tile business without owning and maintaining a dedicated server onsite. "It's a better financial decision for our business to evenly spread our costs using a service rather than owning servers," said Hawthorne. "We used to spend a significant amount of capital on replacing servers, upgrading related hardware, and hiring IT resources. Epicor Eagle

Hosting allows us to deploy our capital to other important business requirements and eliminates the complexity of system administration and maintenance for our 15 locations, which makes our operation more efficient."

## Eagle N Series saves time and money

A World of Tile is transitioning its stores to the Epicor Eagle N Series retail business management solution, with two locations currently upgraded and the rest to follow. The new platform supports their multi-store operation and future growth plans. "We're upgrading all of our locations to Eagle N Series because of its powerful next-generation platform with embedded analytics, easy to use interface and simplified workflows," said Hawthorne. "So far, the implementation process has been quite simple because Epicor Eagle Hosting seamlessly performed the upgrade. The Eagle N Series familiar interface makes it easier for new employees to learn and become productive. We also anticipate that support features such as online Chat will enable our staff to independently resolve problems more quickly. A World of Tile has a lot of special order transactions and Eagle N Series provides more set-up options for managing those orders. Now we simply click on a tab within the application to quickly find information about those special orders. Any time savings that we can achieve, multiplied by 15 locations, translates into tremendous cost savings and Eagle N Series is undoubtedly going to eliminate unnecessary steps in our processes, saving us time and money."

## 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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