



## Epicor Success Story

# CHS Mountain West Co-op

## Farm and Ranch Business Realizes 6 Percent Margin Increase With Epicor Solutions

### Company Facts

- ▶ Location: Missoula, Montana
- ▶ Industry: Farm, Home, and Ranch
- ▶ Number of Locations: 6
- ▶ Number of Employees: 160
- ▶ Website: [www.chsmountainwest.com](http://www.chsmountainwest.com)
- ▶ Co-op: CHS



### Success Highlights

#### Challenges

- ▶ Streamline business processes and improve inventory management with easy-to-access information

#### Solutions

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

#### Benefits

- ▶ Technology gives the right tools to better control purchasing and selling
- ▶ Soft lines margins increase by 6 percent companywide
- ▶ Margin increased by \$80,000 in one location alone
- ▶ Reduced inventory by 5 percent
- ▶ Gained better visibility into product pricing

CHS Mountain West Co-op is one of many locally governed service centers that are a part of CHS Inc., a farmer-owned cooperative and Fortune 100 company. CHS Mountain West Co-op has a string of six locations—two standalone gas stations, three gas stations with attached farm stores, and one feed store—in western Montana that focus on giving farmer-owners and customers access to the products they need. To successfully accomplish these goals, CHS Mountain West Co-op provides quality products, the latest in industry innovation, and first-class customer service. The company has kept these objectives at the forefront, in part, because of its partnership with Epicor Software and through implementing the right technology to help the business grow.

#### Partnership to lead industry

CHS Mountain West Co-op switched from AGRIS software to Epicor Eagle in the early 2000s to streamline business processes and improve inventory management. "As the agriculture industry and our communities evolve, we continue to stay committed to leading the way," said Logan Braaten, controller, CHS Mountain West Co-op. "We chose to partner with Epicor to remain competitive from an operational and technology perspective. Buying is very important in the farm and ranch industry, having better sales information helps us take advantage of seasonal pre-buys. Epicor solutions give us the right tools to better control what we are purchasing and selling. It gives us detailed visibility of how we're doing and where we can improve."

## Substantial margin improvements

CHS Mountain West Co-op relies on the Epicor Compass tool to have a clear understanding of where the business stands and where to take it in the future. "Epicor Compass software has made a significant impact on how our business is operated. From buying to reporting and inventory management to margin control," said Braaten.

"The Compass software reports have been especially eye-opening. For example, the low margin sales and cost change reports have helped us stay on top of pricing," said Braaten. "We've increased our margins by adjusting items that weren't priced correctly. Our soft lines margins have increased by 6 percent companywide."

"Additionally, in one of our locations we saw an \$80,000 increase in margin alone with the implementation of Epicor solutions, all because we have reliable information to see where to make modifications within the business," said Braaten.

## Emphasis on inventory

With 70,000 SKUs business wide, CHS Mountain West Co-op depends on Eagle N Series software to seamlessly manage its inventory. "The inventory viewers within Eagle N Series software have really exposed areas that need improvement and also show areas that are being managed correctly. We didn't have that insight with our previous software vendor," said Braaten. "Epicor solutions have helped us put more emphasis on reducing our inventory. Since implementing the solutions, we have reduced inventory by 5 percent a year for the last couple of years."

"Now, from an inventory management standpoint, I don't have to worry about inventory percentages because with Eagle N Series software we have actual numbers. Our data is consistent and accurate with a lot less work," said Braaten.

## Better product offerings for growth

"Epicor Eagle N Series is a robust solution that holds limitless data. It helps us tailor our product lines to see what's actually selling and deliver better product offerings," said Braaten.

"Because of this access to key business data, we've seen our business margins significantly improve. These improvements are helping our business grow, which in turn helps us better serve our customers."

## 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 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).



Contact us for more information on Epicor Products and Services

+1.888.463.4700 eagle@epicor.com www.epicor.com

**Corporate Office**  
804 Las Cimas Parkway  
Austin, TX 78746  
USA  
Toll Free: +1.888.448.2636  
Direct: +1.512.328.2300  
Fax: +1.512.278.5590

**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**  
Suite 2 Level 8,  
100 Pacific Highway  
North Sydney, NSW 2060  
Australia  
Phone: +61.2.9927.6200  
Fax: +61.2.9927.6298

The contents of this document are for informational purposes only and are subject to change without notice. Epicor Software Corporation makes no guarantee, representations or warranties with regard to the enclosed information and specifically disclaims, to the full extent of the law, any applicable implied warranties, such as fitness for a particular purpose, merchantability, satisfactory quality or reasonable skill and care. This document and its contents, including the viewpoints, dates and functional content expressed herein are believed to be accurate as of its date of publication, April 2017. The results represented in this testimonial may be unique to the particular user as each user's experience will vary. The usage of any Epicor software shall be pursuant to the applicable end user license agreement and the performance of any consulting services by Epicor personnel shall be pursuant to applicable standard services terms and conditions. Usage of the solution(s) described in this document with other Epicor software or third party products may require the purchase of licenses for such other products. The results represented in this testimonial may be unique to the particular user as each user's experience will vary. Epicor, the Epicor logo, Eagle N Series, and Compass are registered trademarks or trademarks of Epicor Software Corporation in the United States, certain other countries and/or the EU. All other trademarks mentioned are the property of their respective owners. Copyright © 2017 Epicor Software Corporation. All rights reserved.