



Parry Sound RONA Building Centre

Experiences 2.1 Margin Gain with Upgrade to Epicor Eagle

Company Facts

- Location: Parry Sound, Ontario, Canada
- Industry: Lumber and Building Materials
- Number of Stores: 1
- Web site: www.parrysoundrona.com

“With Epicor Eagle we have kept our inventory smaller and reduced our inventory value by \$200,000 to \$250,000 while still meeting customer demands. Since we implemented the system, we have seen a 2.1 margin gain.”

Bill Corbett, Owner | Parry Sound RONA Building Centre

Success Highlights

Challenges

- Searching for the original invoices and paperwork for customers would take 45 minutes
- Physical inventory counts required the owners to close the store for two days
- Purchasing was time consuming

Solutions

- Epicor Eagle® with RONA integration
- Epicor Dispatch and Delivery Management System™

Benefits

- Margins increased by 2.1
- RONA integration shortened the time it took to submit orders to one quarter of the original processing time
- Resolving shipment disputes became a 15 to 20 seconds conversation instead of an hour of searching and conflict resolution
- Inventory value was reduced by \$200,000 to \$250,000 while still meeting customer demands

Located in Parry Sound, Ontario, the Parry Sound RONA Building Centre has been serving its community for over eight years. Running a lumberyard and building center is complex, with more than 50,000 SKUs and special orders making up a third of all sales. Seasonal business adds to the intricacies as well as a customer mix of contractors and consumers who often have very different needs and expectations.

It was evident to Parry Sound’s owner that the company’s old DOS-based system was not capable of handling the demands of a growing business. Parry Sound RONA upgraded to the Eagle system in October 2012. “Our DOS system was old, and we wanted to take our business to the next level,” said Bill Corbett, owner of Parry Sound RONA Building Centre. “The Epicor Eagle system was a nice fit and would give us and our customers more opportunities for service and profitability.”

RONA and Epicor Eagle integration reduces purchasing time

The RONA integration with the Eagle system has already led to a reduction in the time it takes to submit orders. “We have several buyers who submit weekly orders,” said Corbett. “The RONA integration is leaps and bounds easier than the old purchasing process. Specials and promotions are downloaded directly into our system, and the communication is seamless. Purchasing takes a quarter of the time it used to take.”

Better customer service with automation and access to online statements

Parry Sound RONA has seen a huge improvement in its ability to serve customers through the addition of Epicor iNet and other paperless features. "Our customers can access their invoices and statements online from their smartphones," said Corbett. "Unlike before, we can now separate the invoice into jobs, allowing our contractor customers to bill their customers as soon as the job is finished rather than having to wait until the end of the month. They are able to increase their cash flow and profitability. And when our customers are more successful, we are more successful."

Fine-tuned inventory control leads to better cash flow

The owners use to close the store for two days to conduct a year-end physical inventory count. Problems arose when newer employees counted unfamiliar inventory incorrectly, leading to inaccurate inventory data. All that changed with the Eagle system. "Eagle offers a vast amount of information," said Corbett. "We can run reports and search for any large variations. If there are any red flags, we can see who counted that section and recount it if we have to. And now that we perform cycle counts, we don't have to close the store to maintain an accurate inventory."

Better access to information and tighter inventory control has helped Parry Sound improve cash flow. "We have a much better idea of what's selling and what's not," said Corbett. "With Epicor Eagle we have kept our inventory smaller and reduced our inventory value by \$200,000 to \$250,000 while still meeting customer demands. Since we have implemented the system, we have seen a 2.1 margin gain."

Parry Sound RONA offers stellar dispatch and delivery

Using the Epicor Dispatch and Delivery Management System (DDMS), the company has improved customer service through improved delivery. "Recently, a customer said we had short-shipped him

one board," said Corbett. "With the old system, we would have searched through file cabinets for 45 minutes to find the original invoice and loading ticket. Now, in 15 to 20 seconds, we can pull up an electronic copy of the original paperwork. We also have our drivers take photos of each shipment at the job site. In the case of this particular incident, we pulled up the photo of the shipment in the system, counted the boards, and saw right away that we had shorted our customer a board. We were able to ship the board immediately, and keep a customer happy. This feature alone has helped us maintain and improve our customer relationships."

Parry Sound's customers are also benefiting from the increased visibility into information. "Our customers can log into the DDMS Web portal and see the progress of their order through the system, whether their shipment has been picked up, loaded, dispatched or delivered to the site," said Corbett. "And they can opt to have an e-mail notification sent to them when the shipment is delivered."

Epicor Eagle is a valuable asset

Overall, the Eagle system has improved cash flow and margin for Parry Sound RONA. "To be truly successful, we need to give our contractor customers the tools to make their businesses thrive," said Corbett. "Eagle helps us give our customers those tools. I would absolutely recommend the Eagle system."

About Epicor

Epicor Software Corporation is a global leader delivering business software solutions to the manufacturing, distribution, retail, and service industries. With more than 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

+1.888.463.4700 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