



Epicor Success Story

Lehman Pipe and Plumbing Supply

Epicor Business Consulting Services helps distributor to maximize use of Epicor Eclipse solution

Company Facts

- ▶ Location: Miami, Florida
- ▶ Industry: Plumbing, mechanical and HVAC
- ▶ Number of Employees: 47
- ▶ Web site: www.lehmanpipe.com

Success Highlights

Challenges

- ▶ Train a Miami-based plumbing distributor to utilize their current Epicor enterprise resource planning solution for maximum benefit and results

Solution

- ▶ Epicor Consulting

Benefits

- ▶ Created better system of inventory flow
- ▶ Identified unsold inventory and turned excess stock into cash
- ▶ Reduced time required for invoice review



Lehman Pipe and Plumbing Supply, founded in 1946, caters primarily to plumbing, mechanical and HVAC contractors, and government municipalities and agencies. Located in Miami, Florida, the company has approximately 47 employees and annual sales of \$25 million.

According to Josh Aberman, General Manager, while Lehman Pipe had purchased their Epicor enterprise resource planning (ERP) solution in the mid-2000s, they were not using the system to its fullest potential. "Our product customization—which made sense at the time—made it difficult for new hires and others to understand all of the capabilities," says Aberman. "As a result, we were only using a small percentage of what the system could actually do."

That was when Aberman suggested the company engage Epicor Consulting Services. He recalls, "Too many people were doing the same tasks, and we sought training to streamline and designate proper job responsibilities." Lehman Pipe and Plumbing Supply also needed help with limiting expenses and financial exposure, as well as a better way of managing accounts payable and receivable.

Explains Aberman, "We walked the Epicor Consultant through our entire system and how we do everything from receiving material to billing our customers. Following this review, the consultant was able to offer solutions and make recommendations for utilizing different aspects of the system."



Uncovering Data to Drive Inventory and Improve Processes

After retaining Epicor Consulting, Lehman quickly saw results. Aberman confirms, "For example, over the past 60+ years, the business owners would stock the warehouse based on what bins were empty. As soon as we were able to use the ERP to help us see patterns and trends, we were able to make changes." Armed with this new knowledge from the system, the team at Lehman was able to modify their approximately \$6 million inventory to reflect a significantly higher percentage of "A" material while limiting their slow-moving SKUs.

"Understanding how to mine data from our ERP software was a huge advantage for us," states Aberman. "Before, more than half of all sales were being tagged as 'exceptional,' which kept items out of inventory. Once we fixed this, we saw improvements almost immediately."

Lehman started categorizing their sales correctly, and within a few months, they were able to turn about \$900,000 worth of excess inventory into cash. The system was further refined to pull real costs in real time. Limiting accessibility of what people could and could not modify in the system helped, as well.

The way the company handles payables was transformed practically overnight. "Previously, it would take us twice as long to look at half as many invoices," notes Aberman. "Invoices

were all reviewed individually by at least 2-3 people. By maximizing the system, we now only need to look at invoices that do not match up to POs, saving staff time and effort."

Significant changes were also seen in the receiving dock. In the past, material was simply received and would sit in a "staging" area waiting to either be tagged for an order or put into stock. "Once we began printing Purchase Order receiving registers, we could determine what job materials were for as soon as they came in," Aberman says. "The items are now separated and tagged for customers at entry, saving time and money in not having to pull things twice."

Future Fine-Tuning

The next step for the Lehman team is refining the document imaging system, so one person will no longer have to spend every day scanning and matching ship tickets. The company expects to consolidate the responsibilities of two current positions to one, giving those employees more time to do business-driving, value-added tasks.

"Epicor really shines when showing how to tie together an entire system," concludes Aberman. "Their ERP solution is used by many in our industry because of its ability to bring all items together. Learning how to fine-tune the system to work for us has been very successful."

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.



Contact us for more information on Epicor Products and Services

+1.800.776.7438 info@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, February 2013. 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. Epicor, and the Epicor logo are trademarks or registered 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 © 2013 Epicor Software Corporation. All rights reserved.