



Little Hardware

Company Facts

- Location: Charlotte, North Carolina
- Industry: Retail hardware
- Number of Stores: 1
- Web site: www.littlehardware.com



“The Epicor Training on Demand program helps us provide our employees with the essential training tools, which, in return, improves our customer service and helps our business grow.”

Kyle Little, eCommerce and IT Manager | Little Hardware

Success Highlights

Challenges

- Providing employees with unified training, quickly and at the same level

Solution

- Epicor® Training on Demand

Benefits

- Improved customer service and overall business performance
- Cohesive training for all employees
- Provides user-friendly modules for employees who are not too computer savvy

Little Hardware sheds light on newly implemented Training Program—essential for company growth

Since 1922, Little Hardware Company has been dedicated to the distribution of industrial supplies, hardware, and an extensive list of other products to corporations, retail companies, and individuals. Little Hardware is a family-owned business that has served the Charlotte, North Carolina area for 90 years. They are proud of their reputation for excellent customer service, and for helping customers locate those “hard to find” items. To remain dedicated to their reputation and maintain an up-to-speed staff, Little Hardware migrated to the Epicor Training on Demand program for its ease-of-use, timesaving capabilities, and customizable training sessions. In a very short period of time, Little Hardware began to appreciate the savings.

Increased employee training = Satisfied customers

When Little Hardware first implemented Training on Demand, they were able to set-up individualized agendas for their employees. “We had a variety of employees at different levels—new hires joined the team right at the time of implementation. This allowed us to immediately test the training program with our new and experienced staff simultaneously,” said Kyle Little, eCommerce and IT Manager for Little Hardware. “Because of the ability to tailor Training on Demand to our store, we were able to complete training at a much faster pace than ever before.”

Through the Training on Demand modules, Little Hardware has significantly reduced the time it takes to get new employees caught up to speed and veteran employees familiar with the computer system.

Simple transition

“We have experienced the Epicor commitment of helping their customers improve their operations—Training on Demand has already improved our customer service and overall business performance.” The Training on Demand program is powered by the Epicor Learning Management System, which allows users to identify training needs and help managers and employees review training progress, determine remaining lessons, and track scores. This, in turn, allows for a simple transition into new training opportunities and provides user-friendly modules for employees who are not as computer savvy.

About Epicor Training on Demand

The Epicor Training on Demand system is an eLearning tool. It provides rich, job-specific training tailored to the needs of every individual at every skill level within your company. Most modules take less than ten minutes to complete, and provide training personalized to the needs of retail employees of all skill and experience levels, and learning abilities.

The Training on Demand curriculum includes a wealth of individual lessons designed to teach new skills, strengthen existing skills, and empower your employees to grow in their jobs or train for new positions. Courses cover both retail best practices, and Epicor Eagle® features from basic to advanced.

The Training on Demand solution is self-paced—allowing users to move at their own pace and repeat lessons as needed—to strengthen and reinforce learning.

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

Worldwide Headquarters
San Francisco Bay Area
4120 Dublin Boulevard, Suite 300
Dublin, CA 94568 USA
Toll Free: +1.888.448.2636
Direct: +1.925.361.9900
Fax: +1.925.361.9999

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
Level 34
101 Miller Street
North Sydney NSW 2060
Australia
Phone: +61.2.9927.6200
Fax: +61.2.9927.6298

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