



Epicor Success Story

Nugent & Potter

Improves customer service and gains efficiencies with new applications

Company Facts

- ▶ Location: Southampton, NY
- ▶ Industry: Hardware and Home Center
- ▶ Number of Locations: 1
- ▶ Web site: www.nugentpotter.com

Success Highlights

Challenges

- ▶ Run a more efficient operation with the same level of staff

Solutions

- ▶ Epicor® Eagle®
- ▶ Epicor Eagle Core Upgrade
- ▶ Epicor Eagle In-Store Gift Card
- ▶ Epicor Advanced Receiving

Benefits

- ▶ Improved customer service with faster answers to customer billing inquiries
- ▶ Saved time in the back office
- ▶ Improved receiving process



Nugent & Potter, Inc. is a fourth-generation family-owned and operated plumbing supply house, catering to a primarily contractor customer base in the Hamptons, New York. The company puts a spin on the warehouse distribution model by providing a self-service store layout where customers have direct access to supplies.

Nugent & Potter has relied on the Epicor Eagle business management system for over ten years, however the owners recognized that enhancing their solution with new technology could improve the company's performance. To that aim, the company implemented the latest best practices tools and solutions to complement its existing Eagle solution.

Additional functionality and savings

Mike Finocchiaro, assistant manager of Nugent & Potter, explained that they were looking for ways to save on costs while at the same time improve efficiencies throughout the business. "After upgrading and adding new applications, it became clear that it was more cost-effective to go with the Epicor Eagle Core Upgrade which provided the needed solutions. It's all going better than we even expected. We've taken advantage of new functionality and are saving both time and money."

Applications save time and improve customer service

The Eagle Core Upgrade is a set of best practice applications bundled together to provide much-needed efficiencies at an attractive price. "One of our favorite new functions is Document Management. With a couple of clicks, we can view electronically stored documents. It's quite powerful to see all the records, spanning many years, for every customer," said Finocchiaro. "When customers call asking for copies of invoices or just needing information, it's much faster and easier to find the document in the system rather than having to dig through file cabinets in a back room. We now answer customers' questions immediately while they are still on the phone. Customer service is much better, and we're saving time."

Solutions that add value

Implementing solutions that save money and improve customer service are appreciated by the Nugent & Potter management team. "At first we were suspicious that the Epicor Eagle Core Upgrade was too good to be true—that we could add modules we've wanted to add, and save money by doing so," said Finocchiaro. "We are really happy with our decision. Epicor delivered exactly what they said they would. We are experiencing the savings as described. The new modules are delivering great results. The Epicor Eagle Core Upgrade is an outstanding solution that adds value to our company and saves us significant money."

Back office improvements

Another added application, Advanced Receiving, has aided Nugent & Potter. "We finalize POs, easily make changes, and run the voucher program which verifies that items we receive are the same items we are paying for. Overall, it's great software that saves a lot of time. We could never go back to our old way of receiving and performing Accounts Payable functions," said Finocchiaro.

Higher level of customer service with in-store gift cards

The Epicor Eagle In-Store Gift Card application opened the door to a higher level of customer service for Nugent & Potter. The company finds that gift card activation and management is simple. In addition, they are using gift cards in ways they hadn't imagined. "We now issue gift cards to clear customers' credit balances," said Finocchiaro. "We use gift cards for local charity donations and raffles, and we also send them to certain customers as a 'thank you' for shopping with us."

"After we started advertising that we have in-store gift cards available, more people than we thought purchased them for friends and family. The options are endless with in-store gift cards. Customers swipe the gift card just like a credit card and it deducts the amount from the card and applies it to the transaction. The balance is also recorded on the invoice for the customer. It's a great addition to our business and helps us lead the industry in customer service."

About Epicor

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Contact us for more information on Epicor Products and Services

+1.800.538.8597 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

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