



Truckmotive

Company Facts

- Location: Waco, Texas
- Industry: Automotive
- Number of Stores: 1
- Employees: 13

Prism Helps Truckmotive Service Over 600 Accounts

Strategically located off busy Interstate 35 in Waco, Texas, Truckmotive has been selling heavy-duty replacement parts to local construction fleets, trucking companies and independent service dealers for more than 50 years. A satisfied user of the Epicor Prism business management solution for nearly 20 years, Truckmotive credits the Prism system with providing the fundamental service, inventory and financial efficiencies that have enabled the company to consistently satisfy the needs of more than 600 regional accounts. Truckmotive and the Prism solution are an “excellent fit,” says owner Nathan Holecek.

The Most Efficient Inventory Wins

Fleets and other heavy-duty customers understand the true costs of downtime. Needless to say, these businesses aren’t willing to wait for a special order from their preferred distributor when the component might be available from another source. That’s why inventory efficiency—driven by accurate, timely business intelligence—is a key differentiator in today’s heavy-duty marketplace.

The Prism system helps Truckmotive manage its inventory and maintain optimal stocking levels—having the right parts in stock and not having excess quantities of slow-moving parts. “I place most of our orders based on a combination of timely, accurate Prism inventory reports and my knowledge of our customers and historical business patterns. I trust Prism to tell me what’s on the shelf, what’s selling and what’s not. Prism’s point-of-sale is integrated with inventory so we have an up-to-the-minute view of our inventory levels,” Nathan explains. “Heavy-duty parts can be very expensive and very large, which makes managing inventory critical to our success. I can’t imagine trying to place orders without our Prism reports.”

Truckmotive built its reputation on customer service, which in part is having stock of the parts customers need. It’s imperative that inventory is accurate. “When a customer calls for a part, and the system shows one in stock, we know that it’s there. Our Prism system gives us the confidence to say ‘We have it!’ Our customers trust us and we trust our Prism system,” continues Nathan.

“Prism really works for heavy-duty. Our Prism system is a valuable asset that helps us make sure our operation runs as efficiently as possible.”

Nathan Holecek, Owner | Truckmotive

“Our inventory is accurate and we’re continually using Prism to help improve customer service. Our Prism system is a valuable asset that helps us make sure our operation runs as efficiently as possible.”

Nathan Holeck, Owner

Prism Fuels Sales Success

Prism helps Truckmotive quickly process customer orders. Counter men appreciate the ability to easily look up prices and part numbers by entering part of the item description. “I really appreciate how easy it is to train new counter men on the system. In a matter of days, they are proficient at placing orders, and we just have to train them on the heavy duty parts business,” Nathan says. “Prism is fast and easy to use which allows us to deliver fast service. Our customers are busy running their own businesses. They don’t have time to be on the phone waiting for us to look up information or process their orders.”

Truckmotive relies on two outside salesmen to service remote accounts, and they too rely on the Prism system. Every morning they see reports detailing customer orders that are ready for delivery. Another report details historical purchases, which are used to plan sales calls. “Our salesmen work with their customers to ensure that they can keep their fleets running. Some days, our salesmen make deliveries, and other days they visit customers that haven’t ordered from us in awhile. In either case, Prism provides the information needed for them to be successful,” describes Nathan.

Managing Customer Accounts for Consistent Cash Flow

Nearly all of Truckmotive’s business is on account. By using the Prism system’s automated AR reports that identify past-due customers, Truckmotive’s office staff proactively manages accounts before they become a problem. “We run weekly aging reports so we can both call and send letters to past-due customers throughout the month. When we need to place a customer on credit-hold and convert them to a cash account, we simply update their profile in the system and the next time a counter man or salesman enters an order, they see that the customer is cash-only. It really helps us reduce risk and increase collections,” explains Kathlina Perez, accounts receivables and collection manager.

Prism Runs the Entire Business

Nathan receives several reports every day that aid him in managing the business. In addition to the inventory reports, he has access to daily sales data by customer and salesperson, accounts receivable and accounts payable. “Every day I rely on Prism reports to give me an accurate picture of the business. I use that information to make sales, pricing, inventory and financial decisions,” asserts Nathan. “I compare current information with historical information which gives me a good understanding of how we are doing. I like that I can view information on the screen, print a report or export the data to a spreadsheet. Prism is flexible to work the way I like to work.”

“We’ve been using Prism for many years and I find that its functionality really works for heavy-duty. Our inventory is accurate, and we’re continually using Prism to help improve customer service. Our Prism system is a valuable asset that helps us make sure our operation runs as efficiently as possible,” concludes Nathan.

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

+1.800.380.9015 info@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

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, August 2012. 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, Business Inspired, the Epicor logo, and Prism are 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 © 2012 Epicor Software Corporation. All rights reserved. Job# 1,065.