



Epicor Success Story

Johnstone Supply of Jacksonville

Johnstone distributor The Ware Group excels with Epicor Eclipse

Company Facts

- ▶ Location: Jacksonville, Florida
- ▶ Industry: HVAC
- ▶ Number of Stores: 10
- ▶ Web site: www.johnstonewaregroup.com



Success Highlights

Challenges

- ▶ Help a Jacksonville, Florida-based HVAC distributor improve front counter efficiencies

Solution

- ▶ Epicor Eclipse with Eterm

Benefits

- ▶ Improved end to end processing of customer orders
- ▶ Preparation for new development in Eclipse Johnstone Supply functionality

As a Johnstone Supply member, Johnstone Supply-Jacksonville knows the value a strong ERP system can bring their business. That is why the company went live on Epicor Eclipse™ Eterm in 2007.

Still, company executives knew they could do better. "Even as we went live on Eterm, we were keeping an eye on the development of Solar Eclipse," says Don Livingston, vice president of finance and IT for Johnstone Supply-Jacksonville. "We were struck by Epicor's efforts to make continuous improvements to the system."

It wasn't until Livingston and his team helped a fellow Johnstone Supply member go live on Solar that they decided to make the move. "We were so impressed with their transition and the product that we decided it was time to move to Solar," recalls Livingston.

Planning for Success

With 10 locations, Johnstone Supply-Jacksonville chose a very deliberate path to going live on Solar Eclipse. It went with a branch-by-branch plan, starting with their Gainesville, Florida, location.

While the Gainesville employees got up-to-speed on Solar Eclipse, the rest of the Johnstone Supply-Jacksonville staff were introduced to Solar Eclipse with webinars designed to build excitement about the change.



In addition, Solar Eclipse was loaded onto employees' computers in advance of the go-live to give them time to get used to the new interface.

The company also took the time to standardize processes across all 10 branches with preconfigured widgets and consistent templates for each key area of the business. Even the menu shortcuts were standardized for all uses.

To ensure there were no problems with running Solar on older PCs, Livingston and his team took an inventory of all the hardware Johnstone Supply-Jacksonville utilized, retiring old PCs and upgrading the memory on others.

The result: "Going live was a non-event," reports Livingston. "Within 30 days all of our branches were up and running on Solar Eclipse."

Improved Efficiencies

After just six months of going live on Solar Eclipse, Livingston reports that the increased efficiencies realized by the transition from Eterm to Solar has already been noticeable. "We're already more efficient, especially at the front counter," says Livingston. "Our customers get in and out quicker. The product preview functionality is a huge timesaver. Employees can finalize orders from one window."

We would absolutely move from Eterm to Solar again," continues Livingston. "Epicor continues to build new functionality into Solar Eclipse, which is going to continue to set us apart from our competition." We will reap the benefits of efficiencies even more so we move out of the current economy and into a faster growth mode.

About Epicor

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