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Zitomer Pharmacy Gains Strong Financial Improvements with Epicor Eagle N Series

Upscale Retail Pharmacy Frees Up \$100,000 in Cash Flow and Enhances Business Operations with Epicor Technology

Epicor Software Corporation, a global provider of [industry-specific enterprise software](#) to promote business growth, today announced Zitomer Pharmacy is leveraging the [Epicor Eagle N Series®](#) retail business management solution to improve inventory management, increase cash flow, and alleviate back office tasks.

[Zitomer Pharmacy](#) opened its doors in the 1950s as an upscale New York pharmacy. Since its opening, the company has grown into a unique shopping destination and landmark on Manhattan's chic Upper East Side. Located on Madison Avenue, Zitomer's prides itself on carrying trendy, current, must-have items, while also maintaining a wide selection of prominent brands.

"We wanted to find a point of sale (POS) system that would reduce our security concerns, streamline inventory management, improve billing operations, and better manage our nearly 3,500 house charge accounts -- Epicor was a perfect fit," says Frank Vella, vice president, Zitomer Pharmacy. "We can already see that our customer service levels are improving because we are able to spend less time on tedious back office tasks, and more time with our customers."

Streamlined Inventory Management Increases Pharmacy Cash Flow

As a family-owned and operated business with three shopping floors and over 15,000 square feet of retail space -- including a 5,000 square foot children's toy area -- strong inventory management is crucial for Zitomer's success. "We have a very big seasonal business, so it's important to have our usual inventory, seasonal, and post-seasonal inventory at the appropriate stock levels. Robust inventory management was key functionality we liked about the Epicor system," says Vella. "By utilizing the Epicor Eagle Inventory Planner solution, we now have better control of our inventory. We can keep tabs on our inventory and make adjustments to carry the right items at the right time. In the first year of implementing Epicor solutions, better reporting helped us cut our inventory by 15



"In the first year of implementing Epicor solutions, better reporting helped us cut our inventory by 15 percent which improved our cash flow. We were able to free up approximately \$100,000 in cash flow for our business."

Frank Vella
Vice President
Zitomer Pharmacy

percent which improved our cash flow. We were able to free up approximately \$100,000 in cash flow for our business.”

“Independent pharmacy owners are continuously looking for new ways to thrive in a market laden with big-box competition,” said Doug Smith, director, product marketing, retail and distribution, Epicor Software. “Epicor provides advanced features and functionality, which helps independent retailers, like Zitomer Pharmacy, aggressively compete with big boxes. We are thrilled to see the results Zitomer Pharmacy has achieved by partnering with Epicor and are eager to work with them on other business-enhancing strategies.”

About Epicor Eagle N Series

Epicor Eagle N Series software is a fully-integrated retail business management system, with built-in best practices, designed for small to mid-sized businesses. Thousands of retail customers rely on the Epicor Eagle N Series solution to operate more efficiently and grow revenue and profits. Visit the Epicor Eagle N Series [solution hub](#) to learn more.

About Epicor Software Corporation

Epicor Software Corporation drives business growth. We provide flexible, industry-specific software 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 are built into every solution—in the cloud or on premises. With this deep understanding of your industry, Epicor solutions manage complexity, increase efficiency, and free up resources so you can focus on growth. For more information, [connect with Epicor](#) or visit www.epicor.com.

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