

Scotland's Largest Timber Merchant Uses Epicor BisTrack Across Its 17 Branches

Company Facts

- ▶ Location: Scotland
- ▶ Industry: Timber merchant
- ▶ Number of Branches: 17
- ▶ Website: www.rembrandtimber.com



Success Highlights

Challenges

- ▶ Time-consuming reporting
- ▶ Stock control

Solution

- ▶ Epicor® BisTrack™

Benefits

- ▶ Improved stock control
- ▶ Speedy access to business intelligence
- ▶ Enhanced customer service
- ▶ Cost savings on postage, stock holding, and printing

Director Jeff Low describes his company as “a construction store.” “We’re not a traditional timber merchant who offers just sheet and timber products. We have developed other product lines along with our customers needs,” he said. “Timber is still at the heart of the company and our main area of expertise, but it’s like the building block which leads to so many other products. We also sell to the public, but we are here to serve the trade first and that’s what we will always be geared up to do.”

Low said they started to realise the limits of their old system after the downturn in 2008 when, with a bit more time on their hands, they started to analyse everything a lot more and notice inefficiencies. “For example, there could no longer be any excuses for dead stock or overstocking products,” he said. “I also realised that we were putting orders and data into the system, but we weren’t getting any business intelligence out of it. We purchased bolt-on reporting software and wrote our own reports, but this was becoming almost a full-time job for our IT team. We were also restricted over what information we could put in to the system and how we could share it. It was clear that we were being held back.”

Low said he was aware how fast technology was progressing and was worried Rembrand would start to fall behind the competition, suppliers, and even customers. “More and more customers are moving towards using the Internet and e-mail for doing business, and our system didn’t integrate well

with either. We had several demonstrations from the Epicor team, so we were 100% confident BisTrack could do exactly what we needed it to. We looked at other systems briefly but chose bisTrack because it was clearly the best fit for our business now and where we see it in going in the future. We were also reassured by the company's reputation and customer base in the industry."

Anticipated benefits

Low was looking forward to a significant improvement in reporting, as the BisTrack solution's business intelligence features will highlight areas that need looking at instantly, rather than his team having to spend hours or days interrogating data in the system. Rembrand would also be able to manage their stock better. "Accurate stock control is something I believe a lot of merchants struggle with," he said. "But by moving to BisTrack we are starting again. We know it can handle stock the way we want to and we are committed to putting in the efforts to see some real benefits."

Rembrand is always looking for ways to improve customer service, according to Low. "Whether it's downloading PODs from our website or getting an e-mail to inform them their delivery is on its way, BisTrack has made it easier and quicker for customers to do business with us—and has let them concentrate on the important job of running their own businesses." He

has also reduced fax, postage, and printing costs by using the software to e-mail orders, purchases, quotes, invoices, and statements. "We will save at least 25% on postage costs and 20% on stock holding by managing stock better. We also want to reduce stationery and printing costs by 50% by using BisTrack to e-mail and scan information where possible."

Rembrand is a family-run company. MD George Low's philosophy of remaining very approachable to everyone within the business has meant that decisions affecting progress and change, such as the selection of new software, have always been made relatively quickly. Jeff Low said, "We are still expanding, so it was crucial we chose a supplier who was ready to support us and help us on our journey. If you think about all your suppliers, the software supplier—who impacts every aspect of your business—should really be right at the top! We are looking forward to a long relationship with Epicor, who have helped us put powerful, effective software into our new stores on time."

About Epicor

Epicor Software Corporation drives business growth. We provide flexible, industry-specific software that is 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 is built into every solution—in the cloud or on premises. With a deep understanding of your industry, Epicor solutions spur growth while managing complexity. The result is powerful solutions that free your resources so you can grow your business. For more information, [connect with Epicor](#) or visit www.epicor.com.



Contact us for more information on Epicor Products and Services

+44 1344 468468 info.uk@epicor.com www.epicor.com/uk

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

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, March 2017. The results represented in this testimonial may be unique to the particular user as each user's experience will vary. 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. The results represented in this testimonial may be unique to the particular user as each user's experience will vary. Epicor, the Epicor logo, and BisTrack are registered trademarks or 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 © 2017 Epicor Software Corporation. All rights reserved.