



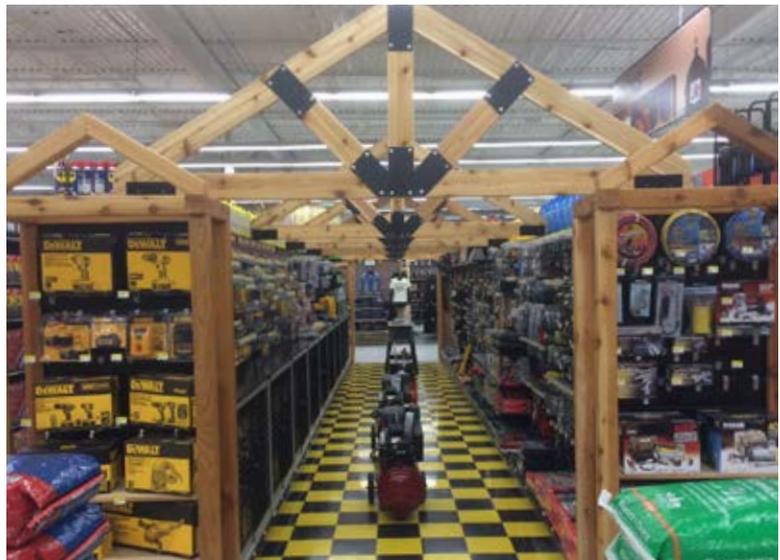
## Epicor Success Story

# Big R Holdings

## Epicor Solutions Proven Effective for Big R Holdings' Expanding Business

### Company Facts

- ▶ Location: Pueblo, Colorado
- ▶ Industry: Farm/Home
- ▶ Number of Stores: 26
- ▶ Number of Employees: 700+
- ▶ Website: [www.bigronline.com](http://www.bigronline.com)
- ▶ Affiliations: Mid-States, Orgill



### Success Highlights

#### Challenges

- ▶ No streamlined process for reporting
- ▶ Difficult to maintain up-to-date information
- ▶ Buying and selling products that fit customers' needs

#### Solutions

- ▶ Epicor® Eagle®
- ▶ Epicor Compass™

#### Benefits

- ▶ Integrated solution grows with expanding business
- ▶ Fast access to accurate information used to make better decisions
- ▶ Strong reporting tools strengthen business

Big R Holdings was founded in 1962 in Lamar and La Junta, Colorado and has been the dominant farm, ranch, and home retail chain in the Arkansas Valley of Colorado. The company's consistent success initiated expansions into other parts of Colorado in the 1990s and across state lines into Texas and New Mexico in the late 2000s.

What began as a small business venture with fewer than 25 employees is now the largest chain of its kind in Colorado. Big R has been successful because of the incorporation of best business practices, great employees, and faithful customers.

#### Proven solutions for a growing business

Since implementation of the Epicor business management solution, Big R has improved inventory management, ordering, and receiving. The company currently manages 26 locations scattered across the Western United States.

Big R has been operating with Epicor solutions for more than 20 years. The company appreciates that the Epicor solutions have grown alongside the expanding business. "Over the years, Epicor has grown with our business," said Adam Carroll, chief operating officer, Big R Holdings. "Epicor solutions have helped us better manage our business from inventory and order points, to receiving and promotions. Epicor solutions are phenomenal. They assist us with our business improvement and growth goals."

## Easy access to information improves decisions

Big R relies on easily accessible information from the Epicor Eagle system to help make decisions that improve operations. "With one quick click of a button, we see up-to-the-minute performance of all of our stores," said Carroll. "Prior to using Epicor solutions, we had to manually post all the daily sales and transfers from each store—extremely time consuming when you have multiple stores. Now, through the help of Epicor and the advancement of software, everything is integrated and automated. The system is seamless, easy, and provides huge time savings for our business. It captures more than enough detail, and management is comfortable with the data because they know it's the right data."

Reports and automated order points are significant features accessible through the Epicor Compass solution—allowing the Big R staff to make quick and smart decisions. "Out of all of the Epicor modules, Epicor Compass is my favorite," said Carroll. "This solution is a crucial aspect of our business that makes analyzing much more fluid and accurate. It helps us automate the buying function. For example, orders are automatically sent to vendors instead of printing and faxing. Time and labor savings have really added up across our entire operation. It now takes five minutes to do what used to take five days. Compass helps us manage by exception to locate issue areas and solve them quickly."

"Fast access to information and the ability to customize and share reports have also helped us make good decisions about which departments to expand," said Carroll. "If I had to choose the single thing that's helped our business, it would be our

Epicor Eagle system. It's not easy to run 26 locations, but with good people and reliable information, it's a lot easier."

## Accurate flow of money and goods

Epicor Advanced Receiving saves valuable time at Big R. "Advanced Receiving is a fast and accurate tool," said Carroll. "Now when we receive goods, we have them on the shelves to sell in less than one day."

"Buying products that sell quickly is one of the keys to a successful business," said Carroll. "We rely on tools like Epicor Advanced Receiving and Epicor Inventory Planner to provide us with the information we need to understand exactly what we need to order and when—calculating our order points and keeping our in-stock levels just right. We also use these solutions to transfer inventory between all our stores instead of ordering additional products."

## Benefitting management process

Mobile solutions have become a crucial aspect of Big R's business management. "I use Epicor Eagle Mobile Manager every day," said Carroll. "It's a useful tool that lets me view daily sales at each store, see the top-selling items, and dollars profits. I also check customer accounts, scan items, and check sales history from previous dates. It's a quick instrument that gives us access to all the system data—only now we don't need to dial in. The information we need is available at the touch of a button. It's been really beneficial to have live information. I would recommend Mobile Manager to any business that wants to improve their management processes."

## 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](http://www.epicor.com).



Contact us for more information on Epicor Products and Services

+1.888.463.4700 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

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, April 2014. 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, Eagle, Compass, and the Epicor logo 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 © 2014 Epicor Software Corporation. All rights reserved.