



Epicor Success Story

Precision Products, Inc.

Achieving New Levels of Customer Support With Epicor ERP

Company Facts

- ▶ Location: Greenwood, Indiana
- ▶ Industry: Industrial machining, service and maintenance
- ▶ Website: www.prec-prod.com



Success Highlights

Challenges

- ▶ Reduce costs and labor, while enhancing services through a combination of innovative ideas and technology

Solution

- ▶ Epicor® ERP

Benefits

- ▶ Seamless, instantaneous access to information from anywhere in the company and remote locations
- ▶ Wireless and paperless support for personnel working from workstations located companywide
- ▶ Easy insertion of barcoding into operations

Since 1974, Precision Products Inc. of Greenwood, Indiana has grown steadily from a one-man operation to a multi-million-dollar business serving numerous Fortune 500 clients worldwide. This growth was spurred by the dedication to being seen as far more than a machine shop or manufacturing facility by high-level customers representing the homeland security, industrial maintenance, automation, tooling and contract machining industries. Today, the company offers services and products ranging from the design and build of remote mobile showers to the repair and maintenance of mechanical, electronic, pneumatic, and hydraulic systems.

Over the past four decades, Precision Products has specialized in combining innovative ideas and technology with next generation solutions that reduce costs and labor, while maintaining the strictest quality standards. As a result, the company invested in the Epicor ERP solution after researching numerous alternatives that were good for warehousing, but not for the manufacturing side of the business.

Achieving new levels of responsiveness

"We want to be on everyone's speed dial for fixing problems," said Bruce Palmer, vice president and owner, Precision Products. "That means responding to client requests with a level of immediacy that no one else can match. This is an area where Epicor excelled. The Epicor ERP system was so much stronger on the manufacturing side that we believed it would help us better promote



our tooling business and fulfill all orders. Plus, we wanted a software package that would never outgrow our company and always be updatable. I can honestly say Epicor has been consistently one step ahead of us, providing far more support than we needed or expected."

Seamless instantaneous access

According to Palmer, the Epicor ERP system has solved numerous problems by offering seamless, instantaneous access to information that plant personnel can look up anytime from anywhere they want. For instance, Palmer is constantly approached by long-time customers asking specific details on purchases made years in the past. "Our clients are amazed that we not only have better databases than they do, but can retrieve data so quickly while on a call. This has given us an exceptional competitive advantage, which in turn helped us foster nearly 15 years of continuous growth."

Most recently, Precision Products updated to the latest version of the Epicor ERP system to offer wireless and paperless support for personnel working from workstations located companywide,

including the shop floor. Other benefits include the insertion of barcoding into operations "without any issues at all from day one" and the ready ability to train new employees on the system since "a lot of it carries forward with only subtle changes."

Staying in front of the curve

"It's so easy to log into the Epicor ERP system remotely and access anything from customer quotes to data, pictures and inspection files," added Palmer. "I can be away for five days and not worry about coming back to a giant pile of work."

"In addition, the upgrade is even more robust than the last version of the Epicor system, enabling us to deliver, sort, and retrieve information with even less effort. The information is right there for anyone who uses the solution as designed. The Epicor system's connectivity makes it truly effortless. It provides a real comfort zone. The key for us was staying up on the technology, not ever falling behind, and keeping in front of the curve. Fortunately, Epicor ERP was there the entire way to help us achieve all three of these goals."

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

+1.800.999.6995 info@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

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