



## Epicor Success Story

# Canyon Pipe and Supply Inc.

## Company Facts

- ▶ Location: Phoenix, Arizona
- ▶ Industry: Plumbing and HVAC
- ▶ Number of Employees: 140
- ▶ Web site: [www.canyonpipe.com](http://www.canyonpipe.com)

## Success Highlights

### Challenges

- ▶ Handle thousands of order lines for a plumbing/HVAC distributor's large customers, using a low-cost solution that does not require any process changes, specialized IT infrastructure, expertise, or support

### Solution

- ▶ Epicor AutoOrder

### Benefits

- ▶ Seamless order processing for large customers
- ▶ Order completeness and accuracy



Canyon Pipe and Supply Inc., a Phoenix, Arizona-based plumbing/HVAC supplier with 140 employees and nine locations, has been running its distribution enterprise on the Epicor Eclipse™ system since 1997. In spring 2011, the company began using Epicor AutoOrder, a new add-on module to Epicor enterprise resource planning (ERP) solutions, for its inbound order processing.

Epicor AutoOrder captures and automatically transforms any computer-generated purchase order into an electronic sales order, solving the problem of dual entry (i.e., an order manually entered in one system that is subsequently re-keyed in another system). The Epicor AutoOrder solution is complementary to Electronic Data Interchange (EDI) and self-serve Web order entry (WOE), helping distributors to better serve their customers.

Epicor AutoOrder allows distributors to seamlessly convert orders that are currently e-mailed or faxed by customers into electronic orders that are processed automatically by the Epicor Eclipse, Prophet 21® or Prelude™ ERP systems. It does not require process changes, specialized IT infrastructure, expertise or support on the part of the distributor or the customer.

And because AutoOrder does not rely on Optical Character Recognition (OCR) technology for capturing order data, users are able to have the same confidence in their order accuracy as with EDI or WOE ordering systems.



## Efficient Tracking of Thousands of Lines

Canyon Pipe started with Epicor AutoOrder specifically for one large residential builder customer that organized orders by phases of the building process (e.g., soil, top out, and finish). According to Ed Kondrat, Controller at Canyon Pipe, "AutoOrder lends itself well to residential customers, as there are fewer SKUs than on the commercial side. Now the materials are readily identifiable in the order."

In just the first week after Epicor AutoOrder was implemented, Canyon Pipe handled 6,000 order lines. Today, the Company is running 19,000 lines per month through the solution. Kondrat notes, "The process is seamless to the customer; they appreciate

that their orders go through completely and accurately. Now when a particular individual item is changed in a recurring order, we don't have to review the entire order for it and/or add it manually."

Kondrat recommends Epicor AutoOrder for its ease of use, and the way it seamlessly puts orders into Canyon Pipe's system. He states, "We are looking to add another 10 or so customers on the solution in the coming year, and achieve similar results with those."

Concludes Kondrat, "Epicor AutoOrder definitely has its place with certain types of customers; it is efficient and helps us compete."

## 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, hosted, 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

+1.800.776.7438 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

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, January 2012. 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. Epicor, the Epicor logo, Eclipse, Prophet 21, AutoOrder and Prelude are registered 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.