



Epicor Success Story

Coventry Plumbing & Heating Supplies

Plumbing Merchant Moves Forward With BisTrack

Company Facts

- ▶ Location: Coventry, UK
- ▶ Industry: Plumbing Merchants
- ▶ Website: www.covplumbing.co.uk



Success Highlights

Challenges

- ▶ Needed to replace old ERP system because of lack of functionality
- ▶ Drive growth within the business

Solution

- ▶ Epicor® BisTrack™

Benefits

- ▶ Clear, tailored reports
- ▶ Improved stock control

Coventry Plumbing & Heating Supplies knows its stuff. As Coventry's largest independent plumbers merchant, it has been a successful family-run business for 35 years, now employing almost 50 people. Plumbers and tradesmen looking for plumbing, heating, bathrooms, drainage, and renewable energy products need look no further. The company is rightly proud of its reputation, vast stock, and the expansion it has undergone to meet the ever-increasing local demand.

Having already extended its current premises and trade counter, the company's stock lines continue to grow. It has created a new office area for purchasing and accounts teams to work closer together and improve business efficiency. However, the company wants to grow further. The next stage is to move to click-and-collect and develop a full eCommerce website with customer interaction that includes a help chat, while also allowing trade customers access to their accounts via a portal.

Previously using another enterprise resource planning (ERP) solution, the company analysed the software and decided the Epicor BisTrack solution was a natural move forward. The old system lacked essential functionality that the company needed to progress and grow.

"Although the project has only just been implemented, the main benefits so far have been the ability to e-mail and the progression to better tailored



reports,” says Andy Harris of Coventry Plumbing & Heating Supplies. “It will in time help with stock control as it has a full stock and logistics module which we can implement.”

BisTrack software is designed to improve efficiency across a business, making processes simple and unified. Can play an important role in improving customer interactions and relationships, rebate management and claim support, advanced catalogue management, warehouse management and stock control, and implementing mobile solutions. Merchants can immediately see what they are selling and adjust prices accordingly, and customer data is instantly available to everyone, allowing the sales team to make purchases specific to each client. Credit accounts can be viewed quickly, and the sales team

can note whether a customer is near their limit and can arrange for them to make payments or extend the credit limit.

“Epicor BisTrack can bring together the whole business operation of a merchant—from sales, purchasing, marketing, quality control, and warehouse operations—and enable them to work together rather than separately,” explains Stuart Hall, sales director for UK and Ireland at Epicor Software. “As Coventry Plumbing & Heating Supplies moves forward, the BisTrack ERP system will help it grow by giving them a wide breadth of industry-specific functionality. It is a powerful but scalable and highly-flexible solution that can help a business of almost any size flourish.”

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.



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