



## Epicor Success Story

# Carr Sales Company

## A Decade of Increased Sales and Profitability

### Company Facts

- ▶ Location: Spokane, Washington
- ▶ Industry: Wholesale Electrical Supply
- ▶ Website: [www.carrsales.com](http://www.carrsales.com)



### Success Highlights

#### Challenge

- ▶ Enhance inventory and order tracking, provide electronic data interchange (EDI) capabilities, and improve customer service levels companywide

#### Solution

- ▶ Epicor® Eclipse™

#### Benefits

- ▶ Generate and review analytics that substantially improve stock levels, while reducing dead inventory
- ▶ Cost-effectively manage bids to better meet customer requirements
- ▶ Track accounts receivable and payable information in real time
- ▶ Improved the bottom line by minimizing freight costs and maximizing order size discounts

Launched as a hardware store in the 1920s, Carr Sales Company has since become a leading wholesale electrical supply business serving Spokane, Washington and the surrounding area. Today the privately owned company stocks thousands of residential lighting products, ranging from controls and fixtures to home accents produced by top manufacturers.

With a plan to increase sales to existing customers and expand into new product areas, Carr Sales replaced its previous software system with a more robust enterprise resource planning (ERP) program that not only enhanced inventory and order tracking, but provided electronic data interchange (EDI) capabilities and improved customer service levels companywide.

### Penetrating new and existing markets

After an exhaustive search, the Epicor Eclipse solution went online and helped the company both increase sales and penetrate deeper into new and existing markets. Currently used by hundreds of leading distributors worldwide, the Eclipse application was chosen specifically for its ability to manage large inventories and simplify accounting and sales order entry functions.

“The Eclipse solution is a feature-rich and powerful ERP system that has been supported every step of the way by Epicor,” said Bruce Cudmore, purchasing and IT manager, Carr Sales Company “We’ve used Eclipse software to explore sales growth opportunities with prime customers, identify product line additions that resonated extremely well with clients based on prior purchases,



and just generally improve operations through technical and operational efficiencies.”

“Prior to our relationship with Epicor, all this was nearly impossible. Few of our procedures were automated. It was much harder and far more time-consuming to take and process orders, follow up with customers, and expedite and respond to requests. Everything is now streamlined with the access to the information we really need just a few keystrokes away.”

## Increased analytics and informed decisions

Among the many benefits cited by Cudmore was the ability to generate and review analytics that substantially improved stock levels, while reducing dead inventory. Subsequently, this has helped the company overcome two major challenges—keeping enough items on hand to support customer demand, but not so much that inventory costs are excessive. That was achieved through the use of precise monthly reports designed to oversee product trends and fluctuations, keep stock levels optimal, and automatically identify non-selling items.

In addition, calculations are now commonplace, which made purchasing faster and more accurate, while better enabling the tracking of quotes and sales demands. This allowed Carr

Sales to cost-effectively match bids and generate an abundance of new committed customers, who buy from them on a regular basis. Other Eclipse software features have furthered collections, purchase forecasting, and rebates through the near-instantaneous tracking of accounts receivable and payable information.

## Improved profitability at every level

“The Eclipse application is very distributor-oriented,” added Cudmore. “It’s embedded with a rich set of drill-down and reporting tools that have helped us better plan for the costs involved with new or additional stock and direct-ship requirements. As a result, upper management can actively budget up front for these investments, while using the pricing matrix to improve margins or ensure our pricing remains competitive in the marketplace.

“Furthermore, the Eclipse solution has provided us with an organized, visible way to save money in so many different ways. We generate less paper, need fewer employees to complete tasks, and now have an incredibly efficient program in place that has sped the time it takes to invoice clients and get paid. It’s even bolstered the bottom line through minimizing freight costs and maximizing order size discounts.”

## 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).



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