



Connetquot West Inc.

Company Facts

- Location: Farmingdale, New York
- Industry: Medical and Surgical Products
- Number of Employees: 20
- Web site: www.cwimedical.com

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Noah Lam, President and Owner | Connetquot West Inc.

Success Highlights

Challenges

- Help a Northeast medical and surgical distributor track and report on product cycles and pricing histories, while meeting customer demands for fast turnaround and cost control

Solution

- Epicor Prophet 21

Benefits

- Readily track transactions on a month-to-month basis and provide a detailed, customized accounting of pricing histories, contracts, and product sales cycles
- Ensure every customer receives the best possible value based on their long-term history of purchases
- Track the movement of products from order entry to invoicing, for up-to-date inventory

Connetquot West Inc. is a full-line supplier of medical and surgical products. Founded in 1992, the company specializes in the distribution of more than 30,000 items ranging from diagnostic equipment, disposables, surgical scrubs, adult diapers, and hand sanitizers, to clinical nutritionals, antiseptics, and daily living aids. Customers currently include hundreds of acute and long-term care facilities, surgery centers, and pharmacies located throughout New York, New Jersey, and Connecticut.

On an average day, Connetquot West processes nearly 100 orders from its 25,000-sq. ft. facility in Farmingdale, New York. "Our customers expect us to not only thoroughly understand their needs, but anticipate their requests at a moment's notice," explains President and Owner Noah Lam. "They also demand the best possible pricing, since the majority are on very tight budgets tied to government reimbursements. That's why it's so important to control our inventory tightly. This allows us to provide value as a trusted and reliable business partner, as well as help customers control their costs."

An Opportunity to Track and Simplify

For nearly 15 years, Connetquot West relied almost solely on an accounting and project management system to aid in this extensive record-keeping process. Unfortunately, while fairly simple to use, the solution lacked the ability to properly track the pricing secured with various vendors and then readily apply those metrics to the company's accounting structures.

As a result, Lam began searching for a new program in 2006, when he learned about the Epicor Prophet 21 enterprise resource planning (ERP) software solution at the annual Health Industry Distributors Association (HIDA) Convention. Immediately, Lam was impressed not only with the system's ease of use and drill-down features, but also the opportunity to simplify his entire organization's existing accounts receivable and payable, order entry, and general ledger activities.

Transparency for Up-to-Date Inventory

After an implementation period lasting approximately six months, and detailed training sessions performed both on-site and online, Prophet 21 officially went live at Connetquot West in early 2007.

"The system is currently the internal control backbone of the company," notes Lam. "It is used daily by nearly every employee, ranging from operations and customer service to warehouse management. Everyone quickly grasped the value of Prophet 21 features and the added level of transparency to all of our reporting efforts."

Of special importance to Lam and his team was the software solution's ability to readily track transactions on a month-to-month basis and provide a detailed, customized accounting of pricing histories and product sales cycles. This includes the anticipation of specific product requests and the appropriate stocking of these items according to customer demands, so that inventories are never at risk of running low.

"Prophet 21 is extremely easy to use," offers Ennio Cruz, Operations Manager, who is responsible for overseeing all of Connetquot West's warehousing, hiring, customer service, and purchasing activities.

"All the information we need is available through the system's

drop-down menus. There's never any need to toggle back and forth between different fields for tracking the movement of products from order entry to invoicing.

"The system has given us a very accurate and uniform platform for making sure our inventories are up-to-date, and ensuring each and every customer receives the best possible price based on their long-term history of purchases and contracts," Cruz adds. "Furthermore, most of our customers will not accept delays. As a result of the many benefits provided by Prophet 21, we stay constantly on top of customers' product request cycles."

Seamless Support

According to Lam, another fundamental Prophet 21 advantage is delivered by Epicor itself. Lam and his company always dealt with a third-party vendor when addressing challenges and/or the implementation of upgrades associated with the use of their previous software solution. This led to numerous operational delays, as there was no continuity in service or technical support.

By contrast, Lam has been won over by the Epicor commitment to timely, seamless customer assistance. "I certainly don't worry as much as I used to," he observes. "I've never had a better feel for our company and the services we provide to customers. Epicor is always there to answer questions and supply the exact information that we need for moving forward."

About Epicor

Epicor Software Corporation is a global leader delivering business software solutions to the manufacturing, distribution, retail, and service industries. With more than 40 years of experience, Epicor has more than 20,000 customers in over 150 countries. Epicor solutions enable companies to drive increased efficiency and improve profitability. With a history of innovation, industry expertise and passion for excellence, Epicor inspires customers to build lasting competitive advantage. Epicor provides the single point of accountability that local, regional, and global businesses demand. For more information, visit www.epicor.com.



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