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Chris Herold, President | Columbus Builders Supply

## Columbus Builders Supply

### Company Facts

- Headquarters: Granger, Indiana
- Annual Sales: \$10 million
- Sales Breakdown: 20% retail, 80% contractor
- Number of Employees: 35
- Number of Locations: 3
- Year Founded: 1907
- Affiliation: none

### Columbus Builders Supply Gains Margin and Reduces Costs with Epicor Eagle

After ten years of using an Epicor Version 2 system, Columbus Builders Supply moved to Epicor Eagle in order to gain efficiencies and reduce costs, all while improving its already high levels of customer service.

### Continuing a Customer Service Tradition

Family-owned Columbus Builders Supply has been providing Central Ohio residents with quality products since 1907. From its hay-and-grain beginnings, Columbus Builders grew to three locations and has become one of the leading building materials suppliers in its area. With a keen focus on customer service, Columbus Builders caters mainly to contractors, providing them with quality products including brick, mortar and cement, manufactured stone, and landscaping products. Since the company installed Epicor Eagle in May of 2009, providing excellent customer service has become easier.

### Seamless Transition to Eagle

Columbus Builders Supply saw a demo of Epicor Eagle and realized that migrating to Epicor Eagle with its easy-to-use, intuitive Microsoft® Windows® interface and lower support costs made perfect sense. “When we saw the power of the Eagle system, we recognized that it could improve our business and decided to make a change,” says Chris Herold, president of Columbus Builders Supply.

Converting Version 2 data to Eagle was very important to controller Tim McNichols. “The data conversion process couldn’t have gone any better,” states Tim. “Epicor knows how to convert Version 2 customers to Eagle. I was really amazed at how well it went. It was a seamless transition.”

While data was being converted, employees learned the Eagle system. “We used the Epicor Web training and set up some practice systems. Employees learned the Eagle system quickly. I also used Epicor phone training, which was invaluable. When we went live, it was very smooth,” continues Tim.

## Margin Increased with Eagle

Columbus Builders improved inventory management, which in turn reduced inventory value, and increased margin by one percent. “Our staff finds information more quickly than we could in Version 2. With just a click, we can see inventory levels and sales history for every product. We know how many we have at each location and transfer products between locations instead of buying additional inventory,” Chris explains. “We also set up a viewer that highlights products with low quantities so we can proactively order before we run out.”

## Saving Time on Monthly Statements

Columbus Builders has also seen back office improvements. “Processing statements is now twice as fast. Before, accounting would spend a day sorting, copying and filing, which we no longer have to do. The information is stored electronically and we simply print and mail statements,” describes Tim. “It has improved our customer service, too. If a customer calls with a question, or needs a copy of a statement, we can help right from our desk. No more trips to file cabinets to look for paper copies. The difference is night and day.”

Epicor Eagle makes it easy for Columbus Builders to use that data to drive the business. “With the Epicor Business Advisor reports, we have necessary information at our fingertips: margins, sales, daily sales, payments on accounts,” says Chris. “We can be more proactive. We notice earlier when accounts haven’t paid. We can see faster what inventory isn’t moving at all our locations. We manage our business with more agility.”

## Epicor Eagle Delivers Big Savings

Customer service is an important distinction for Columbus Builders, and the Eagle system has helped Columbus improve its already high service levels. “We can more quickly answer customer questions about products or their accounts. We are more ‘tuned in’ to our inventory and know what we have at each of our locations and what is being ordered. We better track special orders so we can proactively notify customers when their items are in. We can answer questions with confidence,” asserts Chris.

“The Eagle system pays for itself. We gained one percent in margin, and we save nearly \$15,000 annually in forms. We removed a dedicated phone line, saving another \$15,000 per year. Our support costs are also significantly lower,” explains Chris. “Eagle allows us to operate our business with less staff. We can do more with fewer people.”

## 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](http://www.epicor.com).



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