



## Epicor Success Story

# Mar-Span Home Hardware Building Centre

## Epicor Eagle N Series Speeds Employee Training, Reduces Workload, and Improves Efficiency

### Company Facts

- ▶ Location: Drayton, Ontario
- ▶ Industry: Hardware and Home Center
- ▶ Number of Locations: 1
- ▶ Website: [www.marspan.com](http://www.marspan.com)
- ▶ Co-op: Home Hardware



### Success Highlights

#### Challenge

- ▶ Grow business while providing exceptional customer experience
- ▶ Operate profitably

#### Solutions

- ▶ Epicor® Eagle N Series®
- ▶ Epicor Compass™
- ▶ Epicor Eagle Inventory Manager

#### Benefits

- ▶ Increased sales 40% in past three years
- ▶ Faster employee on-boarding and training
- ▶ More efficient inventory management
- ▶ Real-time financial and operations data
- ▶ Technology platform for the future

Mar-Span Home Hardware Building Centre of Drayton, Ontario, is among the largest stores in the Home Hardware buying group. They were long-time users of Epicor Dimensions™ and decided to upgrade to the Epicor Eagle N Series business management and point of sale (POS) system. Dennis Diefenbacher, accounting and IT at Mar-Span, says that the Epicor Eagle N Series system has helped them cope with growth, address challenges in financial and inventory planning, personnel training, customer experience, and business intelligence—helping Mar-Span to grow efficiently and profitably.

#### Ease of use speeds new employee training

“Continually increasing sales provides us with the opportunity to hire more employees. Epicor Eagle N Series software is much easier to use and train people than our previous solution. They’re usually up and running the first day,” says Diefenbacher. “Young people expect software to work a certain way, and Eagle N Series does.”

“Even creating reports is intuitive in Eagle N Series software. Our previous software had a reporting system that’s second to none, but you had to be an extreme user to get the settings right,” recalls Diefenbacher. “With Eagle N Series, new employees are able to easily figure it out. It does what it’s supposed to do. We use Epicor Training on Demand to get them started, but they’re self-taught once they know the basics. The learning process is phenomenally different.”

## User interface offers increased flexibility

Eagle N Series makes it easier to find and display all the information a user needs. "Searching within POS, purchasing, and inventory maintenance now runs simultaneously. You can flip between all your screens, increasing efficiency. Further, Eagle N Series software allows you to customize reports and screen views to suit your needs. You can go to any Eagle Viewer—from POS to inventory—and customize them" says Diefenbacher.

## Accounting more efficient and real-time

The real-time reporting capabilities of Eagle N Series have been a huge benefit for Mar-Span. "On the accounting side, the difference between our previous software and the Eagle solution is night and day. Eagle is date-driven instead of period-driven," says Diefenbacher.

Mar-Span has maintained an accounting staff of just two people amid a 40 percent increase in sales over three years. "The Eagle solution has definitely decreased the workload and allowed us to do more per person. Eagle basically does everything by itself, which makes my job a lot easier. Information is now accessible with one click of a button. The transparency and reporting capabilities of Eagle software give us the ability to easily locate and fix mistakes."

## Optimized inventory management

Epicor Eagle Inventory Planner also helps purchasing and inventory management staff work more efficiently. "We used to go row by row ordering off the shelf," Diefenbacher recalls. "Now, with the Eagle order point system, we sit down for an hour at the end of the day, run the reports, make any necessary adjustments, and send it off to Home Hardware and our other vendors. We also use RF barcode readers to receive inventory which has dramatically increased efficiency. They allow team mobility and if we get behind more staff can hop on the RF guns to get more done simultaneously."

"The Eagle N Series solution helps us onboard new staff, keep up with growth, and reassures us that our margins are there," says Diefenbacher. "Our next steps will be using the Epicor Compass application to create the reports that will help us optimize our inventory to make sure we get the right products at the right stock levels, and remove the dead stock."

## Support for Canadian retail

Diefenbacher is pleased at the attention Epicor is paying to its Canadian customers and its collaboration with Home Hardware: "Epicor has made some big steps in meeting the specific needs of the Home Hardware community, and we look forward to this relationship continuing long into the future. We've never regretted upgrading to the Eagle N Series system. We get numbers and information faster. And it's nice to be part of a company that is looking forward."

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



Contact us for more information on Epicor products and services

+1.888.463.4700 eagle@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

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