



Epicor Success Story

Bates Ace Hardware

Bates Ace Hardware simplifies business with Epicor® Eagle N Series®

Company Facts

- ▶ Location: Atlanta, GA
- ▶ Industry: Hardware and Home Center
- ▶ Number of Locations: 1
- ▶ Number of Employees: 25
- ▶ Web site: www.batesace.com
- ▶ Co-op: Ace

Success Highlights

Challenges

- ▶ Time-consuming price change process
- ▶ Improving inventory management

Solution

- ▶ Epicor Eagle N Series

Benefits

- ▶ Faster access to data to help make profitable business decisions
- ▶ Simplified price changes and label printing
- ▶ Simple interface enables staff to learn the system more quickly



Committed to cutting edge technology

Bates Ace Hardware, winner of an Ace 5 Star Platinum award, is a full service hardware and home center for DIY homeowners and commercial businesses alike. A family-owned business since its inception, the Doss family opened its present 22,000 square foot location in 1993. Bates Ace Hardware began as a Triad Software customer in 1982, eventually moving to Epicor Software and the Eagle solution. With a commitment to stay on the cutting edge of technology, the owner, Wade Doss, upgraded to Epicor Eagle N Series software with a newly modernized interface.

"The new modern interface not only gives it a cleaner look and feel, it also streamlines a lot of procedures, so that the daily tasks are easier and quicker to execute," said Doss. "We've seen an immediate savings in time and money when printing labels for price changes. Eagle N Series software eliminates steps, because we used to have to close out of one application and open another to complete the pricing and label printing process. The new software makes the whole process seamless."

Immediate access to information

Doss relies on embedded analytics to help keep close tabs on sales and respective inventory levels. "The new interface allows me to select tabs, and voilà, I have immediate access to everything I need to know," said Doss. "It's the same information as before, but now it's instantaneous. Bottom line, Epicor software stays current, which keeps my business healthy, allowing us to maximize sales and inventory turns—this software improves my ROI. With a healthy bottom line, we can invest in growth opportunities."

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.



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