

Johnstone Supply of Tulsa

HVAC Distributor Increases Revenue and Improves Customer Service



Company Facts

Overview

- ▶ Location—Tulsa, Oklahoma
- ▶ Industry—HVAC
- ▶ Number of Employees—20
- ▶ Website—www.johnstonesupply.com

Success Highlights

Challenges

- ▶ Support the growth of a southwest regional Johnstone Supply distributor through improved inventory control, customer service, and employee productivity

Solution

- ▶ Epicor® Eclipse™

Benefits

- ▶ 300% increase in revenues over 7 years
- ▶ Reduced man-hours through mass load extraction of data
- ▶ Faster, more integrated customer service



Johnstone Supply of Tulsa, Oklahoma, opened in 1984 as part of a family business expansion. In the past three decades, this HVAC distributor has grown to 20 employees and four locations.

Johnstone-Tulsa has been using the Epicor Eclipse enterprise resource planning (ERP) solution since May 2002, prior to the Oklahoma City and Tulsa branches becoming separate entities in 2006. The branches had originally been on a homegrown database system from Johnstone Corp, but in the early 2000s, a corporate committee conducted extensive research to select a new system to communicate between headquarters and the individual stores.

Enhanced customer service

According to Mark Temple, president of Johnstone-Tulsa, "We saw what Eclipse could do, and became one of the first stores to implement the software in the Johnstone distribution network." Specifically, Temple was impressed by the ease of customer lookup, the ability to recall past invoices and purchases, and the variety of inquiries available to extract data from the Epicor Eclipse database.

"Inventory control is so much better now" he stated. "Everyone from our counter people to purchasing agents sees the items immediately. It's hard to put a value on that. It has saved us time, and has led to better customer service. The counter people love the ability to call up customer information and orders—it gets the customer in and out quicker."

In addition, Epicor Eclipse fosters better relationships with Johnstone-Tulsa's larger customers through tighter supply chain integration. "We can use their part numbers in the system, which helps their inventory control," observed Temple. "And the efficiency of giving them statements and their past order history instantaneously makes their lives easier."

“We could not have accomplished this growth so easily without Epicor Eclipse. Every time I do something new with Eclipse, it saves me time and money. It’s so versatile—anything we want it to do, it will do.”

—Mark Temple, President | Johnstone-Tulsa

Data manipulation and employee productivity

According to Temple, mass load extraction of data from Epicor Eclipse also saves Johnstone-Tulsa a tremendous number of man hours. “For example, for special pricing on a vendor, we can create a separate group in Eclipse by setting up a price matrix at a certain multiplier,” he explained. “There is no need to update every item individually. Likewise, if we want our top 500 customers to receive a special price, we have the ability to take that large quantity of data and export and manipulate it.”

In addition, he values the real-time financial aspect of the system, noting, “The P&L balance sheet is always available—I use it daily to evaluate and control inventory. That’s a lot better than guessing or waiting till month-end and playing ‘catch-up.’”

He recalls that when Epicor Eclipse was introduced, there was some initial resistance from employees, but “now they love it.” He advises other distributors to take full advantage of the training available from Epicor to improve employee utilization. “The training is extremely helpful, and more is better,” he said. “Eclipse software is easy to learn, but you can always learn more—there’s so much there. The system helps everyone do their jobs better and makes it easier—no matter what the position. That results in happier, more productive employees.”

Support for growth

In a span of seven years, Johnstone-Tulsa experienced over 300 percent growth in revenues, and expansion from one store to four. Says Temple, “We could not have accomplished this so easily—particularly getting the new stores online and maintaining control—without Epicor Eclipse. I would’ve hated to attempt this growth without it.”

He concluded, “Every time I do something new with Eclipse, it saves me time and money. It’s so versatile—anything we want it to do, it will do.”

About Epicor

Epicor Software Corporation drives business growth. We provide flexible, industry-specific software designed to fit the precise needs of our manufacturing, distribution, retail, and service industry customers. More than 45 years of experience with our customers’ unique business processes and operational requirements are built into every solution—in the cloud or on premises. With this deep understanding of your industry, Epicor solutions dramatically improve performance and profitability while easing complexity so you can focus on growth. For more information, [connect with Epicor](#) or visit www.epicor.com.

EPICOR

Contact us today  info@epicor.com  www.epicor.com

The contents of this document are for informational purposes only and are subject to change without notice. Epicor Software Corporation makes no guarantee, representations, or warranties with regard to the enclosed information and specifically disclaims, to the full extent of the law, any applicable implied warranties, such as fitness for a particular purpose, merchantability, satisfactory quality, or reasonable skill and care. This document and its contents, including the viewpoints, dates, and functional content expressed herein are believed to be accurate as of its date of publication, July 2018. The results represented in this testimonial may be unique to the particular user as each user’s experience will vary. The usage of any Epicor software shall be pursuant to the applicable end user license agreement, and the performance of any consulting services by Epicor personnel shall be pursuant to applicable standard services terms and conditions. Usage of the solution(s) described in this document with other Epicor software or third-party products may require the purchase of licenses for such other products. Epicor, the Epicor logo, and Eclipse are registered trademarks or trademarks of Epicor Software Corporation in the United States, certain other countries and/or the EU. All other trademarks mentioned are the property of their respective owners. Copyright © 2018 Epicor Software Corporation. All rights reserved.