

Trade Supply Group

Group of Companies Gains Efficiency Through Shared Management and Epicor Software



Company Facts

Overview

- ▶ Location—New York, New York
- ▶ Industry—Building supply
- ▶ Number of Employees—150
- ▶ Website—tradesupplygroup.com

Success Highlights

Challenges

- ▶ Integrating the accounting, inventory control, and purchasing efforts of four distinct companies under one management organization

Solution

- ▶ Epicor® Eclipse®

Benefits

- ▶ A full 2-point gross margin increase at one of four Trade Supply Group companies
- ▶ Daily reconciliation of thousands of inventory SKUs at each location, the allocation and transfer of products throughout the organization, ongoing cost updates, and the instantaneous retrieval of historical client account information
- ▶ Effortless operation across all four companies despite numerous business and sales method differences



Trade Supply Group, based in New York City, represents the services of 150 individuals working at four independent companies to provide full-service, end-to-end building supply solutions to commercial and residential contractors in the New York metropolitan area.

The group was initially introduced to the Epicor Eclipse enterprise resource planning (ERP) solution when it acquired Simon's Hardware & Bath—one of New York's premier specialty hardware and plumbing retailers—in 2003. Simon's had been using Eclipse since 1999, and the system was so reliable and flexible that it is now used at all four companies owned by Trade Supply Group.

"We are all about efficiency," said Nick Aversano, Trade Supply Group's chief operating officer. "The primary objective of our investment group is to increase the bottom line of successful supply-based companies through the introduction of even greater efficiencies. We specialize in expanding their resources with the finest accounting and information technology systems."

"As a result, all four of our companies are now utilizing the Epicor Eclipse software solution for everything from order entry, inventory control and purchasing, to the analysis of data organized into customized report formats," he continued.

Immediate resolution of product tracking issues

"We cater to the very high-end residential building and remodeling marketplace," explained Jon Eckels, store manager at Water Mill Building Supply, another Trade Supply Group company. "Our customers are very demanding. The foot traffic is non-stop, and all of our products are available for same-day delivery. Not having something in stock or experiencing a delay is not an option. Eclipse has simplified our entire operation. It runs the business and is so efficient, we talk about it as though it's a person. Whenever we have an operational problem, we check Eclipse for the answer. The system has helped us resolve dozens of issues in record times."

In addition, Aversano credits Epicor Eclipse with increasing the gross margin of Water Mill Building Supply by two full points since its utilization. This is mainly a result of the enhanced management of an inventory consisting

of 1,500 separate SKUs—allowing the company to meet customer expectations without stockpiling products that are not needed on an immediate basis. Management can also easily generate reports containing detailed customer information and then strategically price products based on the type of customer.

"Our profitability is based on service, not pricing," added Aversano. "We strive to offer the best possible value to our customers. In the past, this was more difficult because we had no way to retrieve and review the statistical and purchasing histories of our clients. Now, it's a snap to find out who purchased what, and when.

"Before, accurately assessing inventory was nearly impossible," he continued. "As a result, it was a real drain on our cash flow and created numerous stocking problems, since we have limited shelf space. With Eclipse, we now have an extremely intuitive method for clearly tracking back-end visibility, analyzing client purchasing patterns, and ensuring we always have what the client wants when it's needed."

According to Eckels, Epicor Eclipse also runs equally well and effortlessly across all four Trade Supply Group companies, despite the differences in their businesses and sales methods. This includes the daily reconciliation of thousands of inventory SKUs at each location, the allocation and transfer of products throughout the organization, and ongoing cost updates.

A firm foundation for future acquisitions

As for the future, Aversano vows that Epicor Eclipse will become the software foundation for each new acquisition. "Thanks to Eclipse, we've seamlessly integrated each new company and their employees into our organization," he stated. "It's just so easy to use and learn. The system also tracks everything for ready retrieval in practically any reporting format. Eclipse has become an invaluable partner in our growth, and will surely be used each time a company comes under the Trade Supply Group banner."

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 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.

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