



Epicor Success Story

McNeil Auto Supply

Auto Supply Business Stays Competitive with Epicor Eagle Software

Company Facts

- ▶ Location: Cambridge, Ontario, Canada
- ▶ Industry: Automotive
- ▶ Number of Stores: 1
- ▶ Website: www.mcneil.bestautoconnect.ca

Success Highlights

Challenges

- ▶ Remain competitive by using an easy-to-use and efficient technology solution

Solution

- ▶ Epicor® Eagle® for the Aftermarket

Benefits

- ▶ Seamlessly track purchasing and transaction histories over the years
- ▶ Make better-informed decisions
- ▶ Access to analytics that help identify purchasing trends for customers
- ▶ Price changes are complete in minutes or seconds, instead of days



Thanks to Eagle, the answer is “yes”

For jobbers in the automotive aftermarket, staying competitive means maintaining control of every aspect of the business and—perhaps most importantly—keeping customers loyal. Today, smart automotive parts jobbers and wholesalers are keeping their computer technology up-to-date to help them manage inventory, transactions, invoicing, purchasing, and virtually every business process.

In the past, McNeil's staff relied on hunches to make forecasts for purchasing and inventory management. With Epicor Eagle for the Aftermarket, they can track purchasing and transaction histories over the years. “It helps us make better-informed decisions,” says Bruce McNeil, president, McNeil Auto Supply. “People are always amazed at how few times we say no for the product they’re looking for. That’s because Eagle software delivers analytics that helps us identify purchasing trends for our customers.”

McNeil Auto Supply has been a family owned and operated business in Cambridge for more than 50 years. Its biggest competitor in the region is another independent jobber. Major chains like CARQUEST® and NAPA® also operate in the area.

“We strive to stay on the leading edge instead of waiting to upgrade our information systems until we absolutely have to,” says McNeil. “Our customers notice the difference since we upgraded to Eagle. They find quicker response times, better inventory levels, and the price they want. And we

see the improvements internally too. We're cutting costs and streamlining processes while we grow our business."

Upgrading makes a good thing even better

McNeil Auto has been an Epicor user since the late 1980s. Before moving to the Eagle system, McNeil was using Epicor Eclipse. "Eclipse was very good and served us well for years. But Eagle is even better. It just continues to amaze us how easy it is to use and how much it does compared to our old system," says McNeil.

When the parts manufacturers that McNeil Auto purchases from began to discontinue printing paper copies of price sheets, Bruce took it as his cue that it was time to upgrade his company's computer system. The new Eagle system not only brings McNeil Auto in line with manufacturers' new pricing procedures, it also saves time and reduces labor costs by automating pricing updates and many other tasks. "Previously, we were spending hours each time we made pricing updates," says McNeil.

Personnel had to format data and manually input pricing information into the system. Sometimes a company would reissue a new price sheet before the staff got the previous one into the system. Consequently, counter personnel did not always have access to up-to-date information. Now manufacturers can upload new pricing data directly into Eagle over the Internet via McNeil Auto's buying group or mail a CD that can instantly update the system. "It's so easy now," McNeil continues. "When we get a price change, we have it done in minutes or even seconds instead of hours or days."

"We're no longer expending time and labor inputting pricing data, and staff is no longer running to me throughout the day asking me if we have something in stock and what it costs," McNeil says. "Because they have all the information they need at their fingertips, it's freeing up my time to work on more valuable tasks, such as going out into the field to obtain more accounts."

Moving to Eagle was easy

When it came time to upgrade from Eclipse, staying with Epicor was the obvious choice. "We've been very pleased with the performance and service from Epicor," says McNeil. "I know jobbers who use other systems. When those systems go down, they can be down for days. The Eagle deployment took place over a two-week time frame and the staff learned the new system within just a couple of days. They used some of the Eagle on-board training videos before we went live. And the built-in help button can instantly answer just about any question they have."

At the close of each business day, Eagle delivers an end-of-day report to the management team. The report gives them an overview of the business "Eagle tracks everything that transpires within our business and presents the information to us in an easy-to-use format," says McNeil. "For example, if somebody in the company makes a price change, we can see exactly who did it and when. We couldn't see that level of detail before."

"Eagle is very flexible and easy to fine-tune to the way we want to do business," concludes McNeil. We're now able to set up individual discounts per account, invoice by e-mail, and so much more. I can see that the more aspects of our business we get onto it, the more streamlined we will be. Eagle is a big step 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.



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