



Epicor Success Story

Pacesetter Sports

Boosts customer tracking with Epicor Eagle; leads to enhanced customer service

Company Facts

- ▶ Location: Terre Haute, Indiana
- ▶ Industry: Sporting Goods
- ▶ Number of Stores: 1
- ▶ Web site: www.pacesettersports.com
- ▶ Affiliation: Sports, Inc.



Success Highlights

Challenges

- ▶ Outdated system with limited functionality not suitable for the growth of their business
- ▶ Inability to breakdown customers by specific orders

Solution

- ▶ Epicor® Eagle®

Benefits

- ▶ Instant access to real-time customer information and extensive customer tracking
- ▶ Ability to remotely access the system
- ▶ Capability to send customers invoices via e-mail; saves on printing, postage and labor costs

In 1982, Pacesetter Sports was opened as a specialty tennis and running store. But as the demands grew for other sporting goods equipment, so did the need to launch a full-service team sports department. As a result, in 1994 Pacesetters expanded its departments to include team, institutional, and corporate divisions. The company has grown to be one of the largest team sports suppliers in Indiana and Illinois.

Pacesetter Sports takes pride in supplying athletes of all ages, sports, and abilities with the finest performance products—including a full range of available products such as: uniforms, equipment, jackets, team shoes and cleats, coach apparel, hats, cheerleading uniforms, and field equipment. The company's top priority is to make it easy for their customers to fulfill athletic supply requirements.

Pacesetter Sports recently transitioned to a new business management system to assist in the fulfillment of these customer requests. Epicor Eagle retail business management software has helped the company step up to meet the needs of their ever-evolving business.

"We discovered the Epicor Eagle system at an industry tradeshow and we were blown away by the flexibility of the solution," said Brent Compton of Pacesetter Sports. "Initially what we liked most about the system was what it offered for the team sports side of our business—the ability to do simple

and complex jobs with Order Entry is remarkable. The function to sub-categorize by sport is exceedingly beneficial to our team sports department, not to mention our other departments. The detail in which we can see each customer's history is something that really captivated us and has been especially impactful for the growth of the business."

As a member of Sports, Inc., Pacesetter Sports is motivated to be a competitive team sports retailer. In addition to providing exceptional and individualized customer service the company knew that intuitive software would also help them compete in the market. As a small, family-owned business the company understood a new software overhaul was going to be a challenge. "We needed a system with high functionality for our team sales side of the business, as well as the retail side," said Compton.

"The flexibility the Eagle system provides is enormous, for example we can access the system when we are out of the store and view information as it happens," said Compton. "This was a key factor in the selection of Epicor as our solution provider. We can work from home and from afar without interruption. The ability to setup customers by schools and then by jobs is a very

flexible function we enjoy. We are hopeful this will help us grow our retail and team sales business extensively and give us the customer service confidence we have been striving for."

The most impressive feature that speaks to Pacesetter Sports is the capacity and detail in which Eagle displays customer order history. "Eagle software was the right fit," said Compton. "The functionality to drill down and document our inventory and record our customer information is something that really impressed us. Because customer information and order customization is crucial to our business, the transparency this solution provides is invaluable."

"An unforeseen benefit of this new system is that it has given us hope that all our departments can successfully work together—accounts payable, accounts receivable, the sales floor, purchasing and receiving," said Compton. "Eagle is a great system. It's important to note that it is an investment for the company as a whole. We are able to load items in and out of our inventory quicker, track customers more extensively and with less confusion, and it really provides us with better reports from inside our business."

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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