



## Friedman's Home Improvement Center

### Company Facts

- Location: Santa Rosa, California
- Industry: Building Supply
- Number of Employees: 385
- Web site: [www.friedmanshome.com](http://www.friedmanshome.com)



Friedman's Home Improvement Center, in operation for 65 years, has improved operations using Epicor® Catalyst™, along with Epicor® iNET Pro™, Epicor® Document Management™, and Epicor® Offline Point-of-Sale™ (POS). The company has saved on labor time sending statements through Document Management, and anticipates a time-savings in redirecting customers to their Web site. In addition, having Offline POS during system outages has already saved them countless hours of overtime.

### Still Going Strong After 65 Years in Business

Friedman's Home Improvement Center has been serving the North Bay in California since 1946. Friedman's began as a small junk store and has grown to a three-location home improvement center. A third-generation family-owned company, Friedman's exceeds customer expectations by providing an exceptional mix of building supply and garden products. Friedman's uses technology to improve efficiencies throughout the business--in this case, the Catalyst system and its complementary modules.

### Increased Back Office Efficiency with Catalyst

The Catalyst system has made back office operations much easier for Friedman's. The Microsoft® .NET framework offers the familiarity of a folders interface, making it much faster to conduct back office functions, such as making collection calls or approving credit accounts.

Instead of having to toggle back and forth between three different screens to find the relevant information, Teresa White, Friedman's Corporate Credit Manager, can have several screens open at once which are simply tabbed within the Catalyst framework. She can get to a different screen instantly with the click of a button, a particularly valuable feature when making multiple collection calls. "It is so useful to have the information I need consolidated into one screen rather than having to navigate through three or four screens to access a customer's account," explains Teresa. "When I have to decide whether to put a customer's account on hold,

### Success Quote

"Anyone who relies on their system for basic POS daily transactions should present a very professional image. The checkout process should be a seamless transition. Epicor's software makes that possible."

Teresa White, Corporate Credit Manager  
Friedman's Home Improvement Center

### Solution

- Epicor Catalyst with iNET Pro, Document Management and Offline Point-of-Sale

I can make an instant decision because the most important information is right in front of me.”

## iNET Pro Improves Customer Service with Access to Information 24/7

Friedman’s uses iNET for an interactive Web site using Epicor iNET Pro for their customers. . The site allows Friedman’s customers to go online to check their accounts at any time. Still in its infancy, the site is already reducing calls to the back office. “It’s really wonderful,” says Teresa. “They can look at invoices, account and sub-account balances. It has reduced the customer phone traffic. Long term, we expect to save on labor time with iNET Pro.”

## Document Management Streamlines Statement Delivery

Friedman’s uses Epicor Document Management to reduce the volume of paperwork, streamline printing and sending statements, and more easily access customer invoices. “When a customer requests a copy of an invoice, we can search quickly by invoice, date range or by customer,” explains Teresa. “We have instant access to the information customers want, and we can send invoices to them how they prefer.”

Friedman’s can print statements in a variety of ways: tiled invoices, invoices included with statements, master accounts with job accounts, and more. “I love Document Management,” notes Teresa. “It’s very user-friendly. I can’t imagine using the Catalyst system without Document Management.” Friedman’s uses Signature Capture and eliminates the need to use multi-page invoices, saving on paper and filing in the back office.

## Offline Point-of Sale (POS) Maintains Business Continuity

Prior to Offline Point-of-Sale, if the connection to the main server was lost, the company would elect to keep the store open using

manual processes. Afterward, they had stacks of paperwork they had to store and a backlog of payments to re-input on to charge accounts which took a considerable amount of time.

After the the time-consuming task of rekeying transactions Friedman’s decided to add the Offline POS server. Now, if the connection to the main server is lost, or if the server is down, an employee only has to log out of the live system and into the Offline server. When the main server comes back on line, transactions on the Offline POS server can be uploaded to the live system. “I am thrilled about the Offline POS software. It allows us to run business-as-usual even when our system is down,” notes TeVVresa. “Customers can make purchases on their account, and they leave with trackable invoices. We have access to the information required to approve or decline charges, and we don’t have to re-input invoices.”

Teresa concludes, “Anyone who relies on their system for basic POS daily transactions should present a very professional image. The checkout process should be a seamless transition for customers. Epicor’s software makes that possible.”

## About Epicor

Epicor Software Corporation is a global leader delivering business software solutions to the manufacturing, distribution, retail, and services industries. With 40 years of experience, Epicor has more than 20,000 customers in over 150 countries. Epicor solutions enable companies to drive increased efficiency and improve profitability. With a history of innovation, industry expertise, and passion for excellence, Epicor inspires customers to build lasting competitive advantage. Epicor provides the single point of accountability that local, regional, and global businesses demand. For more information, visit [www.epicor.com](http://www.epicor.com).



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