



Reeve's Ace Hardware improves training and educational opportunities for both experienced and new employees

Company Facts

- Location: Clayton, Georgia
- Industry: Hardware and Home Center
- Number of Locations: 5
- Web site: www.reevesacehardware.com



“Training on Demand is a great tool to have. How can you ever go wrong with education? I’m confident that when adding additional technology, getting our employees familiar with the technology will be simple since the training is there for us when we need it. I love that I can encourage our employees to further their education and inspire them.”

Katie Hendricks, Communications and Training Manager | Reeve's Ace Hardware

Reeve's Ace Hardware is a family-owned, fourth-generation Ace hardware business started in 1928. From one location to five, this family business has grown with the needs of their customers, becoming a local fixture in the small towns in which they operate. Since the mid-80s, the Reeve's family has relied on an Epicor system to streamline operations, control inventory, and assist with back office tasks. “It’s really important for us to be fresh when it comes to technology,” said Katie Hendricks, communications and training manager at Reeve's Ace Hardware. “In this world, it’s necessary and equally important to have our employees trained correctly in technology.”

Training Experienced Employees and New Hires Alike

Reeve's Hardware is comprised of a diverse group of employees ranging from 16 years old to 75. In fact, there are over 25 employees who have been with the company for 30 years. Faced with the challenge of educating younger and older generations alike, with very different expectations and skills, Reeve's chose to implement the Epicor Eagle Training on Demand.

Success Highlights

Challenges

- Educating older and younger generations on technology
- Getting new hires up-to-speed quickly and increasing their confidence

Solution

- Epicor Eagle Training on Demand

Benefits

- Experienced employees discovered new processes and features to improve productivity
- New hires are more comfortable using Epicor Eagle
- Employees are more invested in their jobs
- The company can better advance motivated employees

Hendricks hoped to strike a balance between honoring the talent of the more experienced employees and encouraging them see that there was still more to learn. “One of our employees in the back office, who has been with us for 17 years, discovered new features after all these years and that really impressed her,” said Hendricks. “The training software has opened doors for our experienced employees to change their habits and start something new.”

Inspiring Employees to Be More Invested in the Business

With a click of a button, Hendricks can see how many of her employees are using Training on Demand. “I have 92 users right now,” said Hendricks. “It took about four months to get everyone on board, but what’s great is that we are already seeing the results of the training. Overall our employees are more invested in their jobs and more comfortable at point of sale, handling inventory, or talking to customers. They can set up a purchase order five minutes faster, and they know how to receive an order properly.”

Reeve’s Hardware requires that their employees complete two 10-minute courses and two tests per month, while new hires must complete three agendas (point of sale, inventory, and the RF scanner) before they can start training on the floor. “I like that the software breaks the courses down into individual courses so no one will be bombarded with too much information at once,” said Hendricks. “Epicor went a step further to organize the videos into agendas. The agendas help our people understand why they are watching a certain set of videos. After our new hires have gone through the courses, they feel more comfortable on the point of sale system, and they are becoming more productive as a result. That’s better for our business.”

Tied into Incentives Program

The owners of Reeve’s Hardware have tied the Training on Demand requirements into the company’s existing incentive program. “Every month, employees receive bonuses based on performance in different categories,” said Hendricks. “Training on Demand is one of those categories. If employees do not complete their required courses for the month, they do not receive their bonuses, nor does their manager. The policy keeps our managers involved and accountable. Also, at the end of the year, if we have exceeded plan, we give money back to our employees. They have to complete their Training on Demand requirements to receive their end-of-year bonus.”

Motivated employees at Reeve’s Hardware are now able to step easily into managerial roles, too. “We have a part-time employee who has done inventory off and on for the last year,” said Hendricks. “He told us he wants to move into a full-time position as the inventory manager. With Training on Demand, it will be easy to train him. We’ll have him go through the courses all the way through management. When he’s finished, he’ll get a pay raise and move to full-time.”

Central Portal to Find Company Information

Hendricks has placed supporting company documents on the home page to ensure that her employees are able to access a multitude of information. “I included short cuts to the Epicor Eagle Customer Web site, Eagle Online Help, the Ace Hardware Web site, and our personal Web site,” said Hendricks. “Under the library, I added our insurance plans, safety documents, mission and history statements, and more. It’s all right there for them.”

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Katie Hendricks, Communications and Training Manager

Ready for Future Technology

Training on Demand has proven to be a valuable solution for Reeve’s Hardware. “Training on Demand is a great tool to have,” said Hendricks. “How can you ever go wrong with education? I’m confident that when adding additional technology, getting our employees familiar with the technology will be simple since the training is there for us when we need it. I love that I can encourage our employees to further their education and inspire them. It’s amazing to see what we can do.”

About Epicor

Epicor Software Corporation is a global leader delivering business software solutions to the manufacturing, distribution, retail, and service industries. With more than 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.



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