



Epicor Success Story

Ace Hardware and Outdoor Center

Arms business with improved protection and management of business and customer data

Company Facts

- ▶ Location: Dixon, Illinois
- ▶ Industry: Hardware, Home Centers, Lawn and Garden
- ▶ Number of Employees: 35
- ▶ Web site: www.acehardwaredixon.com
- ▶ Co-op: Ace



Success Highlights

Challenges

- ▶ Continually safeguarding business and customer data
- ▶ Maintaining up-to-date software and hardware
- ▶ Ensuring PCI compliance

Solution

- ▶ Epicor® Eagle®
- ▶ Epicor Data Security Review

Benefits

- ▶ Security goals defined and action plan developed
- ▶ Improved data management and protection
- ▶ Information and tools provided to maintain PCI compliance
- ▶ Secure data boosts customer loyalty and confidence

Ace Hardware and Outdoor Center offers a wide variety of services to fit the needs of their diversified customer base. With a full line of equipment rental, party and entertainment supplies, pool and spa products, lawn mower repair services, and more, the company has flourished in Dixon, Illinois for more than 35 years.

A thriving business partnership

An Epicor Eagle customer for nearly 10 years, Ace Hardware and Outdoor Center considers the relationship with Epicor a solid partnership that helps their business grow. "The near decade that we have been an Epicor Eagle user has been great," said Jennifer Kelly-Heppler, office manager at Ace Hardware and Outdoor Center. "Our partnership with Epicor has enabled us to take the business to the next level—improving our inventory, giving our customers the detailed information they request, streamlining back office and front-of-store operations, and much more. Overall it has been an exceptionally beneficial use of our resources."

Data security and protection boosts confidence

Securing personal data continues to be a top concern for both retailers and consumers. "As we strive to make business growth and improvement decisions that align with our customers' best interests, protecting their personal data is something we take very seriously," said Kelly-Heppler. "In

light of recent publicized data breaches, the security of personal information has been top of mind for many of our customers. The Epicor Data Security Review program provides the solutions to our concerns.”

For the independent retailer, a data breach could be a devastating blow to the success of a business with the potential loss of customer confidence and loyalty. “We were introduced to the Data Security Review program by our Epicor Local Platform Specialist (LPS),” said Kelly-Heppler. “With our customers and business success at the foreground, our LPS suggested this program as a proven way to help ensure we are protected and sufficiently safeguarding our customer’s data in this breach-heavy market. If our customers know their data is safe, they will continue to shop our store. The Epicor Data Security Review program was simple to implement and brings major benefits to our business in terms of data security and preparing for PCI compliance—helping to bring peace of mind to us, and ultimately to our customers.”

Security now and into the future

The Epicor Data Security Review program includes a Customized PCI Wizard and ‘To Do’ List, in which users go through step-by-step guide to help clearly and simply track security gaps in their business that may need action. “Through the Epicor Data Security Review we were able to define our security goals and develop an action plan to get the business in the right place,” said Kelly-Heppler. “There are many steps and improvements in

security that we needed to implement—such as maintaining up-to-date software and replacing a few computers—and we are now more aware of them because of this program.”

“As an independent retailer, you’re trying to make sure that your business is growing, and there are so many things to think about throughout the day—taking care of your customers, worrying about inventory levels, and staff management,” said Kelly-Heppler. “So many retailers don’t always have the time to be certain that everything with regard to security is taken care of. The Epicor Data Security Review, particularly the security action items list, is of great value and provides crucial assistance ensuring we are securely moving forward. And you know with Epicor, this process is being done right.”

“Our ultimate goal is to be assured that we provide our customers with the safest shopping environment for their data,” said Kelly-Heppler. “With Epicor we can get there.”

About Epicor Data Security Review

Epicor Data Security Review is a data protection program designed to help independent retailers—leveraging the Epicor Eagle retail business management solution—mitigate the risks of a data breach through improved protection and management of business and customer data. The Epicor Data Security Review program makes information and tools needed to pursue PCI compliance, customer data protection, and business data security available to retailers.

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.



Contact us for more information on Epicor Products and Services

+1.888.463.4700 eagle@epicor.com www.epicor.com

Corporate Office
804 Las Cimas Parkway
Austin, TX 78746
USA
Toll Free: +1.888.448.2636
Direct: +1.512.328.2300
Fax: +1.512.278.5590

Latin America and Caribbean
Blvd. Antonio L. Rodriguez #1882 Int. 104
Plaza Central, Col. Santa Maria
Monterrey, Nuevo Leon, CP 64650
Mexico
Phone: +52.81.1551.7100
Fax: +52.81.1551.7117

Europe, Middle East and Africa
No. 1 The Arena
Downshire Way
Bracknell, Berkshire RG12 1PU
United Kingdom
Phone: +44.1344.468468
Fax: +44.1344.468010

Asia
238A Thomson Road #23-06
Novena Square Tower A
Singapore 307684
Singapore
Phone: +65.6333.8121
Fax: +65.6333.8131

Australia and New Zealand
Suite 2 Level 8,
100 Pacific Highway
North Sydney, NSW 2060
Australia
Phone: +61.2.9927.6200
Fax: +61.2.9927.6298

The contents of this document are for informational purposes only and are subject to change without notice. Epicor Software Corporation makes no guarantee, representations or warranties with regard to the enclosed information and specifically disclaims, to the full extent of the law, any applicable implied warranties, such as fitness for a particular purpose, merchantability, satisfactory quality or reasonable skill and care. This document and its contents, including the viewpoints, dates and functional content expressed herein are believed to be accurate as of its date of publication, April 2015. The results represented in this testimonial may be unique to the particular user as each user’s experience will vary. The use of any Epicor software shall be pursuant to the applicable end user license agreement and the performance of any consulting services by Epicor personnel shall be pursuant to applicable standard services terms and conditions. Usage of the solution(s) described in this document with other Epicor software or third party products may require the purchase of licenses for such other products. The results represented in this testimonial may be unique to the particular user as each user’s experience will vary. Epicor, the Epicor logo and Eagle are registered trademarks or trademarks of Epicor Software Corporation in the United States, certain other countries and/or the EU. All other trademarks mentioned are the property of their respective owners. Copyright © 2015 Epicor Software Corporation. All rights reserved.