



## Butler Bros.

### Company Facts

- Location: Lewiston, Maine
- Industry: Industrial
- Number of: 70
- Web site: [www.butlerbros.com](http://www.butlerbros.com)



“The Epicor® Prophet 21® software is very user-friendly and so is the support staff! We love working with the Epicor team. The staff is very knowledgeable, and if they don't know the answer, they find someone who does.”

Pauline Cote, VP of Operations | Butler Bros

Butler Bros. began its industrial supply business in 1952. The Lewiston, Maine-based company now employs 70 people, has expanded by adding two more branches, and had over \$40 million in sales in 2011. With this growth came the need for continual advancements in technology.

According to Vice President of Operations Pauline Cote, Butler Bros. had been familiar with various types of Enterprise Resource Planning (ERP) software for a long time: “I started with the company 30 years ago, when we were doing things on ledger cards and without computers. In 1989, we went to XL software, then on to Acclaim [both Epicor legacy products], and then finally to Prophet 21.”

Butler Bros. moved to the Acclaim software in 1999. When management realized a few years ago that they needed additional features that Acclaim could no longer offer, they began looking at different providers.

“We did a lot of research and really knew what we wanted. I felt like I knew my old software like the back of my hand and I wasn't eager to switch,” notes Cote. “But we had a sales manager who was into new technology, and he really helped us see what we were missing.” For example, the company knew it needed a better inventory control and customer service program, and the software had to help with that.

## Success Highlights

### Challenges

- Help a successful New England industrial distributor get to the next level with improved inventory control and customer service programs

### Solution

- Epicor Prophet 21

### Benefits

- Month-end reports that used to take two full days a month to complete, now take less than one hour per month
- Improved ability to retrieve quotes, order acknowledgments, and customer invoices while the customer is on the phone, and provide customized reports quickly and easily
- Employees train at their own pace, and via their preferred learning environment (e.g., in groups or individually)

Cote and a few other key team members next went to an Epicor User Conference, where they learned all about Prophet 21 and how it could help Butler Bros. get to the next level. “Even then, I could see the time savings we could have with this system,” she says.

## Reporting and Accounting Improvements

After implementation of Prophet 21 was completed in 2011, the cost and time savings became apparent to Cote almost instantly. She states, “When I saw how to run a report on Prophet 21, I couldn’t believe it. We had been doing the whole report over and over again, each week or month as needed. Now we could set up a query once and be done with it.”

Cote was able to quantify the effect of the software quickly. “Month-end reports used to take me two full days a month to complete; now they take less than one hour per month,” she explains. “Epicor worked with us on making sure we were maximizing the system to its fullest potential. I used to access three or four different windows for each task. Now things are all in one place.”

Cote and her co-workers appreciate how potential customers are handled in Prophet 21, as well. Whereas each estimate used to require a cash account in the system, now Butler Bros. can set up a separate prospect account, which can easily be turned into a full account once the customer comes on board.

According to Cote, the benefits are substantial: “Being able to retrieve quotes, order acknowledgments and customer invoices quickly means we can do so much more while the customer is on the phone. This enables us to respond to customer requests much faster than we could in the past. We also give our customers a lot of customized reports that were quite time-consuming to do, but with the use of Excel® Queries that link into the Prophet 21 database, we

are able to produce these same reports in a fraction of the time it used to take us.”

## Epicor Collaboration, Training and Support

Cote recommends Epicor for many reasons. First, she notes the company’s ability to stay on top of the distribution industry and great understanding of what businesspeople need. “The Ideas Network [forum for distribution customers] really seems to work with Epicor. At least 25 of my suggestions for product enhancements were implemented when we were on the Acclaim platform,” she notes. “When we started, we filled out product enhancement request forms, which were faxed in. Then, when the Product Enhancement Section of the support Web site was created, we were able to enter them online. Now, we are already becoming comfortable enough with Prophet 21 to know some of the enhancements we would like to see, and have started entering those ideas on the Network.”

Cote was also impressed with the Learning Management System (LMS). “I liked the fact that our employees could go onto the Epicor Web site and utilize the LMS software to receive training at their own pace,” she says. “Some people chose to train in groups and others did it individually, and it was great to have both options available. People learn in different ways, and Epicor understands that.”

Last but not least, Cote enthuses, “The Epicor software is very user-friendly and so is the support staff! We love working with the Epicor team. The staff is very knowledgeable, and if they don’t know the answer, they find someone who does.”

Butler Bros. continues to grow with the software, and is seeing increased profitability from Prophet 21. “The time savings that Prophet 21 has offered us helps our staff to be more efficient and provide improved service, which makes for happy customers,” concludes Cote.

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## 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](http://www.epicor.com).



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