



Eikenhout, Inc.

Company Facts

- Location: Grand Rapids, Michigan
- Industry: Lumber and Building Materials
- Number of Stores: 7
- Number of Employees: 100

Executive Summary

Eikenhout, Inc., a fixture in Michigan since 1894, provides quality roofing, siding, windows, doors, and decks to contractors and builders. They are the largest independently owned distributor in West Michigan. Eikenhout, Inc. runs its efficient operations with an Epicor system. Recently, the company replaced its third-party delivery dispatch software with the Epicor Dispatch and Delivery Management System (DDMS). "We were looking to switch because we've had very good success with Epicor's support," says Don Williams, IT Director at Eikenhout, Inc. "DDMS also has more features than the competitor's product."

Effortless Implementation and Training

Once Eikenhout decided to switch, the implementation was quick. "Epicor installed DDMS on our server. Then they provided me with the software to install on each user's computer," explains Don. "It took me one tenth of the time to install Catalyst™ DDMS than it took to install our old dispatch system. It was very easy thanks to Epicor's support."

DDMS simplified training, too. "Our dispatcher knows Microsoft® Windows® programs, so DDMS was easy to learn," says Don. The flexibility to customize the DDMS screen also added to the ease of training. "Being able to move columns and rows and arrange the screen to our preferences was ideal."

DDMS Road Mapping Reduces Delivery Times

DDMS provides several features which were previously unavailable to Eikenhout, including route mapping. The route mapping feature creates the most efficient delivery routes for Eikenhout drivers to follow. "The ability to do route mapping for the drivers is certainly a benefit to us," explains Don. "With planned routes, drivers get to each location more quickly. They return faster and can make more deliveries. And it decreases our transportation costs because drivers aren't wasting time trying to find locations."

Success Quote

"Epicor DDMS is powerful, fast, and easy-to-use. It makes us more effective and saves money. We are very pleased with it."

Don Williams, IT Director | Eikenhout, Inc.

Solution

- Epicor® DDMS

Dispatcher Schedules Faster and Plans in Advance

The drivers aren't the only employees benefiting from DDMS. Dispatchers are, too, especially when it comes to scheduling and calculating weights. "We use the truck scheduler feature that allows us to drag-and-drop orders onto a truck," states Don. "It used to take 10 to 15 seconds for the order to appear in the dispatch system. Now, the order appears in DDMS almost instantly. It also automatically totals the weights for the trucks so our dispatcher no longer wastes time adding up weights with a calculator."

In addition to faster scheduling, DDMS is helping Eikenhout's dispatcher plan deliveries in advance. "DDMS has made our dispatcher's job easier. He is now able to plan deliveries three or four days in advance, and with fewer trucks," says Don. "Epicor DDMS is powerful, fast, and easy to use. It makes us more effective and saves money. We are very pleased with it."

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.



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