



## Epicor Success Story

# Mar-Span Home Hardware Building Centre

## Epicor Eagle N Series speeds employee training, reduces workload, and improves efficiency

### Company Facts

- ▶ Location: Drayton, Ontario
- ▶ Industry: Hardware and Home Center
- ▶ Number of Locations: 1
- ▶ Website: [www.marspan.com](http://www.marspan.com)



### Success Highlights

#### Challenge

- ▶ Grow while providing exceptional customer experience
- ▶ Operate profitably

#### Solutions

- ▶ Epicor® Eagle N Series®
- ▶ Epicor Compass™
- ▶ Epicor Eagle Inventory Manager

#### Benefits

- ▶ Increased sales 40% in past three years, redeploying rather than adding management and administrative staff
- ▶ Faster employee on-boarding and training
- ▶ More efficient inventory management
- ▶ Real-time financial and operations data
- ▶ Technology platform for the future

Mar-Span Home Hardware Building Centre of Drayton, Ontario, is among the largest stores in the Home Hardware buying group. They were long-time users of Epicor Dimensions™, and decided to upgrade to the Epicor Eagle N Series business management and point of sale (POS) system.

Dennis Diefenbacher, accounting and IT at Mar-Span, says that the Epicor Eagle N Series system has helped them cope with growth, addressing challenges in financial and inventory planning, personnel training, customer experience, and business intelligence—and has helped Mar-Span to grow efficiently and profitably.

### Ease of use speeds new employee training

"Continually increasing sales provides us with the opportunity to hire more employees. Epicor Eagle N Series software is much easier to use and train people than our previous solution. They're usually up and running the first day," says Diefenbacher. "Young people expect software to work a certain way, and Eagle N Series does."

"Even creating reports is intuitive in Eagle N Series software. Our previous software had a reporting system that's second to none, but you had to be an extreme user to get the settings right," recalls Diefenbacher. "With Eagle N Series, new employees just get in there and figure it out. It does what it's



supposed to do. We use Epicor Training on Demand to get them started, but they're self-taught once they know the basics. The learning process is phenomenally different."

## User interface offers increased flexibility

Diefenbacher also appreciates that Eagle N Series makes it easier to find and display all the information a user needs. "Searching within POS, purchasing, and inventory maintenance now runs simultaneously. You can flip between all your screens, increasing efficiency. It is a great step forward from the two blue screens."

"Further, Eagle N Series software allows you to customize reports and screen views to suit your needs. You can go to any Eagle Viewer—from point of sale to inventory—and change them to whatever you want to see," says Diefenbacher. "For example, if you're viewing customer lists, and you want to bring up their email addresses, you can right click to add a column. I use this feature all the time."

## Accounting more efficient and real-time

"On the accounting side, the difference between our previous software and the Eagle solution is night and day. Eagle is date-driven instead of period-driven," says Diefenbacher. He appreciates the real-time reporting capabilities of Epicor Eagle, whose reports can be generated for any date or date range, instead of periods.

Diefenbacher points out that Mar-Span has maintained an accounting staff of just two people amid a 40% increase in sales over three years. "The Eagle solution has definitely decreased workload and allowed us to do more per person. I don't have to be around here for month-end. Eagle basically does everything by itself, and I just click on the reports. It makes my job a lot easier."

"Information is now accessible with one click of a button," says Diefenbacher. "The transparency and reporting capabilities

of Eagle software give us the ability to easily locate and fix mistakes."

## Efficient and optimized inventory management

Epicor Eagle Inventory Planner also helps purchasing and inventory management staff work more efficiently. "We used to go row by row ordering off the shelf," Diefenbacher recalls. "Now with the Eagle order point system, we sit down for an hour before the end of the day, run the reports, make any necessary adjustments, and send it off to Home Hardware and our other vendors."

"We also use RF barcode readers to receive inventory into the Eagle system. It's fast and available in the system sooner than if we were entering it manually into the computer," says Diefenbacher.

"The Eagle N Series solution helps us onboard new staff and keep up with growth, and reassures us that our margins are there," says Diefenbacher. "Our next steps will be using the Epicor Compass application to create the reports that will help us optimize our inventory to make sure we get the right products in at the right stock levels, and remove the dead stock."

## Support for Canadian retail

Diefenbacher is pleased at the attention Epicor is paying to its Canadian customers and its collaboration with Home Hardware: "Epicor seems to be taking care of the Home Hardware community right now. We're Canadian customers—we want things a bit different. They're listening, and they're changing things."

"We've never regretted upgrading to the Eagle N Series system," Diefenbacher continues. "We get numbers and information faster. And it's nice to be part of a company that is looking forward."

## 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](http://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

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