



Griffin Ace Hardware

Company Facts

- Location: Santa Ana, California and San Diego, California
- Industry: Retail hardware
- Number of Stores: 3
- Web site: www.griffinace.com



“The Epicor Training on Demand program has saved us more time than we ever imagined.”

Shannon Griffin-Carney, President | Griffin Ace Hardware

Griffin Ace Hardware implements new training, leading to improved customer service

For more than 50 years, Griffin Ace Hardware has provided helpful service and a wide selection of products to its Southern California customers. They have seen many changes throughout the passing decade. Customers look to Griffin Ace Hardware as the alternative to large outlets—an alternative of ever-growing convenience and irresistible helpfulness. The challenges of competition in the hardware industry have only served to strengthen its position in the marketplace and redefine Griffin Ace Hardware’s individuality. In order to maintain this individuality, Griffin Ace Hardware turned to the Epicor Training on Demand program to assist in improving training by teaching new skills, strengthening existing skills, and empowering employees to grow in their jobs.

New world of training = New face of customer service

Prior to using the Epicor Training on Demand program, Griffin Ace Hardware was relying on handwritten group training logs in order to keep track of each employee’s required training. “Our stores have been growing and expanding throughout the years, which required us to increase our number of team members. In order to maintain the quality of our stores, employee training needed to be revamped,” said Shannon Griffin-Carney, president of Griffin Ace Hardware. “It was absolutely necessary to more efficiently manage our employee training—we needed to implement a whole new system, and that’s exactly what Epicor provided us.”

Success Highlights

Challenges

- Unable to grow training program with handwritten group training logs
- Difficulty keeping track of employee’s required training with paper logs

Solution

- Epicor® Training on Demand

Benefits

- Ability to create a training program that improves employee training by teaching new skills, strengthens existing skills, and empowers employees to grow in their jobs
- Simply manage company-wide incremental trainings

Griffin Ace Hardware is using Training on Demand for all employee training: company manuals, new employee materials, safety training, sexual harassment, best practices, and more. “We can seamlessly manage our company-wide incremental trainings, while at the same time provide extensive job-specific trainings to meet the needs of our more seasoned employees,” said Griffin-Carney. The Training on Demand curriculum includes a wealth of individual lessons that can be tracked for progress and reported to improve future training initiatives. By continuously elevating the knowledge of employees, their skills and expertise will develop much quicker, which builds a more efficient and more profitable retail operation. “Shortly after beginning Training on Demand, I immediately noticed the dramatic improvement of communication within our stores,” said Griffin-Carney. “Now our store manager’s time is better spent, as they are not required to reiterate training with each new employee.”

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.

About Epicor Training on Demand

The Epicor Training on Demand system is an eLearning tool. It provides rich, job-specific training tailored to the needs of every individual at every skill level within your company. Most modules take less than ten minutes to complete, and provide training personalized to the needs of retail employees of all skill and experience levels, and learning abilities.

The Training on Demand curriculum includes a wealth of individual lessons designed to teach new skills, strengthen existing skills, and empower your employees to grow in their jobs or train for new positions. Courses cover both retail best practices, and Epicor Eagle® features from basic to advanced.

The Training on Demand solution is self-paced—allowing users to move at their own pace and repeat lessons as needed—to strengthen and reinforce learning.



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