



Midwest Equipment and Supply Co.

Company Facts

- Location: Evansville, Indiana
- Industry: Distributor of Outdoor Power Equipment
- Web site: www.mweco.com

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Rob Reynolds, Vice President | Midwest Equipment and Supply Co.

Success Highlights

Challenge

- Help an Evansville, Indiana-based tractor and lawn equipment distributor streamline daily operations

Solution

- Epicor Professional Services: Web-Based Consulting

Benefits

- Increased productivity
- Streamlined processes
- Fewer distractions
- Fewer consulting-related expenses

Epicor Professional Services Helps Midwest Equipment and Supply Co. Focus on Tasks at Hand

The concept of working with a consultant via the Internet initially surprised Rob Reynolds. Prior to partnering with Epicor, the vice president of Midwest Equipment and Supply Co. always invited consultants to his office.

Now, after a few online sessions with an Epicor consultant, Reynolds loves Web-Based Consulting. “Sometimes we need help but can’t dedicate a full day to a consultant,” he says. “Web-Based Consulting lets us work with a consultant for just a few hours. And, they’re available on short notice, so we get help as soon as we need it.”

Different, But Similar

Like traditional consulting, the Epicor Web-Based Consulting helps you streamline daily operations and maximize the use of your technology solution. However, instead of physically working with an Epicor expert, you engage in consulting sessions via the Internet. Using an Internet browser, you log onto a specified Web site to gain hands-on experience with your Epicor solution and discuss issues with a consultant one on one.

"It's really a very simple process," Reynolds says. "You initiate a phone call and connect to the Internet. Then you log onto a site to work with the consultant. He can see everything you see. He can do everything and share anything he would if he were at your office."

Plus, since everything takes place over the Internet, travel expenses traditionally associated with consulting are eliminated. "You don't have to worry about paying airfare or travel expenses," Reynolds says.

"Working with a consultant over the Web was incredibly convenient," Reynolds concludes. "Sitting at our desks and exchanging ideas over the Internet definitely helps us focus on the tasks at hand."

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.



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