



US LBM Holdings

Company Facts

- Headquarters: Green Bay, Wisconsin
- Industry: Lumber and Building Materials
- Number of Locations: 15
- Employees: 830
- Solution: Epicor Catalyst

US LBM Goes Live with Epicor Catalyst at 15 Locations in Under 90 Days

US LBM, a newly formed corporation, had less than 90 days to select a business management solution and have it operational in 15 locations in three states. In 90 days from start-to-finish, Epicor was able to successfully install the Epicor Catalyst software, convert key business data, and train hundreds of employees in all 15 US LBM locations.

New Business Needs New Solution

On October 31, 2009, US LBM completed the purchase of all 15 Stock Building Supply locations in Wisconsin, Connecticut, and New York. Hardware and software were not included as part of the agreement, and the US LBM management team had a 90-day window to replace the Stock Building Supply ERP system. "We needed to move fast to replace the Stock Building Supply custom business management solution. We looked at all the leading LBM solutions and found that Epicor Catalyst was the only complete solution that met all of our needs," describes Brian Hein, Vice President of Finance, US LBM Holdings. "We needed a solution designed for LBM businesses with Millwork and Installed Sales functions. And, we needed to do business with a company that could get us live in less than 90 days, which is no easy feat. We trusted Epicor to deliver, and they did."

Epicor Implementation Team Keeps the Project on Track

With the clock ticking, the Epicor implementation team played to one of its many strengths—project manage to deliver results. "The project management team was particularly impressive. They mapped out a timeline and action plan with daily and weekly steps and managed the implementation process to ensure that all the steps occurred according to schedule. We had regular update phone calls and they also orchestrated all of the Epicor employees to deliver their parts of the project," explains Brian. "Epicor knows how to do implementations, and they managed our go-live flawlessly."

"We have put a lot of faith in the Epicor Catalyst solution, and in the Epicor team. Epicor has been a wonderful partner through every phase of our implementation. You can trust Epicor to fulfill what they say they will do."

Brian Hein, Vice President of Finance |
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Data Conversion Provides Seamless Transition

Ensuring that key data is converted is critical to any system transition. “The Epicor team was able to use data we extracted from our old system and convert it. We brought over inventory files, customer files, open invoices, sales history, and really everything we needed to operate effectively. Coming from a custom system, we had a few challenges, but the Epicor team quickly fixed any glitch we found,” describes Brian. “As a person with an accounting background, I’m naturally interested in figures working out, and they did.”

Training Hundreds of Users

How do you train employees in 15 locations, scattered in three states, in a very tight timeframe? According to US LBM, you call in the Epicor experts and let them lead the way. Shortly after the decision to purchase Epicor Catalyst was made, US LBM had training machines set up in every location for users to learn on and had assigned key employees to be “champions” in a particular market, or application area. “Given our 90-day window, we needed a vendor that had flexible training options and could have ‘boots on the ground’ in 15 locations. Epicor was the clear choice, and delivered against both requirements,” asserts Brian. “We didn’t have time or budget for extensive face-to-face training, so we relied on the Epicor robust Web training.”

The learning curve was also shortened by the Epicor Catalyst software’s easy-to-use interface based on Microsoft® .Net® framework. “Our previous system required days and days of training. The same personnel are up and running in only an hour or two on the Epicor Catalyst system,” added Brian.

At go-live on February 1, 2010 an Epicor trainer was at every location to ensure all went smoothly on the first day. For the next several days, there was a trainer at each hub location, who also returned to the hub locations for a couple of days the following week. “The entire training process was smooth. In fact, our Epicor team said we were as well trained and ready for go-live as other customers that had longer implementation windows,” continues Brian.

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Epicor Partnership

Now that US LBM is running on Catalyst, the management team looks forward to deploying other modules that will deliver productivity gains. “Our goal was to be able to conduct business and invoice transactions at go-live. Now that we’ve achieved that, we can expand our use of the Epicor Catalyst system. Today we are only using basic Document Management capabilities to prepare invoices and statements. We will further reduce our dependence on paper when we expand to scanning and electronically storing other critical documents,” explains Brian. “We also look forward to using the Epicor Dispatch and Delivery Management system, and to further automating our reporting.”

“The Epicor Catalyst software is the technology infrastructure for the majority of our business. We have put a lot of faith in the Epicor Catalyst solution, and in the Epicor team. Epicor has been a wonderful partner through every phase of our implementation. You can trust Epicor to fulfill what they say they will do. They support our business today, and their solutions and staff enable our aggressive growth goals,” concludes Brian.

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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