

Epicor Congratulates Poulin Lumber as Winner in 2012 PROSALES Excellence Award

The Associated Press

Epicor Software Corporation, a global leader in business software solutions for manufacturing, distribution, retail and services organizations, congratulates Poulin Lumber Inc. on winning a Merit Award for Best Use of Technology in the 2012 PROSALES Excellence Awards. Poulin Lumber was recognized for its use of the Epicor® Dispatch and Delivery Management System? (DDMS) to dramatically improve the process of delivering materials to customers' jobsites.

The PROSALES Excellence Awards honor outstanding achievements in construction supply in showroom design, facility design, technology, marketing and customer service, advertising, and websites. The awards program celebrates business leaders whose creativity and ingenuity have not only improved and reinvigorated their own companies, but also set new benchmarks for service in the entire industry. As a Merit Award winner, Poulin will receive a plaque, allotted funds to give to the charity of its choice, and will be featured in a story in the November/December issue of PROSALES Magazine.

Poulin Lumber's motto is "We deliver what others promise," and accurate, on-time deliveries has always been a key selling point for the company. Prior to implementing Epicor DDMS, the company spent too many resources on setting up, delivering, tracking and reporting on orders. Poulin also had difficulty managing deliveries across three warehouses and overlapped delivery areas. Also, the company's dispatchers would spend the majority of their workdays fielding delivery update questions from customers and sales reps instead of focusing their efforts on getting the right orders on the right trucks and providing efficient directions to the drivers.

With Epicor DDMS in place, Poulin now easily handles approximately 75 to 90 deliveries daily per location. They are running approximately 30% less in weekly man-hours and yet shipping more products. The dispatchers in each location have complete visibility into each other's systems so they can work together and prevent cross coverage. This level of transparency extends throughout the company -- every Poulin employee can see the real-time progress of every order. Now, when a customer has questions regarding the status of their order, anybody in the company can answer their questions. The company is in the process of adding automated systems that will proactively notify customers via email or text message as soon as their materials are delivered to their jobsites.

"Poulin Lumber is very pleased to be recognized by PROSALES magazine. This award underscores our commitment to being the most dependable building supplies

dealer in Vermont," stated Scott Flynn, general manager of Poulin Lumber. "Getting the right products to the right job site on a timely basis is the cornerstone of our success, and implementing the Epicor Dispatch and Delivery Management System has made it much easier to deliver and exceed customer expectations for on-time delivery and customer service."

"Poulin won because it found a way to achieve something that has evaded many other building material dealers: Implement a computerized system to manage how it delivers its goods," said Craig Webb, editor-in-chief of PROSALES. "The Epicor Dispatch and Delivery Management System that Poulin installed has made the company more efficient, reduces dispatchers' headaches, improves communications throughout the operation, and best of all, leaves customers feeling amazed and happy by what Poulin is able to do for them. And on top of all those benefits, it's quickly paying for itself. That's the kind of winner we love to highlight."

"Epicor is very proud to deliver products that dramatically improve business operations," said Cary Anderson, senior director of Product Development for Epicor. "With Epicor DDMS, Poulin is able to deliver more building materials with fewer resources. Epicor DDMS has streamlined every part of their delivery process -- from planning truckloads to mapping delivery routes to analyzing employee performance."

News Facts

Poulin Lumber won a 2012 PROSALES Excellence Award. The Vermont-based company was presented a Merit Award for Best Use of Technology. PROSALES selected Poulin for its use of the Epicor Dispatch and Delivery Management System to organize and streamline every part of their materials delivery process. Poulin is now able to ship more products in 30% less man-hours by coordinating and automating many of their delivery processes with DDMS.

About Epicor Software Corporation Epicor Software Corporation is a global leader delivering inspired business software solutions to the manufacturing, distribution, retail and services industries. With over 40 years of experience serving small, midmarket and larger enterprises, Epicor has more than 20,000 customers in over 150 countries. Epicor enterprise resource planning (ERP), retail management software, supply chain management (SCM), and human capital management (HCM) enable companies to drive increased efficiency and improve profitability. With a history of innovation, industry expertise and passion for excellence, Epicor provides the single point of accountability that local, regional and global businesses demand. The Company's headquarters are located in Dublin, California, with offices and affiliates worldwide. For more information, visit www.epicor.com.

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Published on Chem.Info (<http://www.chem.info>)

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Source URL (retrieved on 01/26/2015 - 4:22pm):

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