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## Ithaca Agway and True Value

### Ithaca Agway and True Value Hardware Lawn & Garden Retail Store Kicks Out Epicor Eagle for Microsoft Dynamics RMS

Ithaca Agway and True Value managed their business with Epicor Eagle POS Software and was struggling with the high costs associated with that system. The costs for this POS affected their ability to competitively price their products and they often had to cut other store expenses to compensate. Not only was it expensive to enhance their solution since they had to buy additional hardware or software every time they made a change, but the cost of yearly maintenance and support was hurting their bottom line. When they did need assistance from Epicor, they were waiting at least 1-2 days to get answers for their issues.

For their power equipment, Ithaca Agway and True Value was also bogged down with paper orders. Tracking of equipment orders and maintenance on paper led to a number of pains. For example, if an item was in the shop being repaired, they didn't have real-time status updates on whether they could make a sale and couldn't predict when it would be available. They had this same limitation when it came to ordering parts. It was extremely time consuming to track items and it affected the level of customer service Ithaca Agway and True Value could provide.

Ithaca Agway and True Value worked with a number of suppliers, including Agway, Bradley Caldwell, Commerce Corp, Hillman, Orgill, and True Value. With their Epicor solution, they were not able to price compare products and were never really sure if they were getting the best price at any given time.

Ithaca Agway and True Value needed a change since they couldn't effectively manage their business with such little insight and couldn't afford to dish out more cash for a solution that wasn't even meeting their needs.

#### Solution:

Ithaca Agway and True Value first started to explore Microsoft Dynamics® RMS offered by System Solutions LLC in December 2010 because it was listed as a Gold Third Party POS system by True Value. They were quite impressed with how Microsoft Dynamics RMS worked, especially with True Value Rewards. They immediately noticed the potential cost saving features of Microsoft Dynamics RMS once fully implemented, such as email and downloadable invoicing, mobile-scanned receiving, suggested order capabilities, cataloged items to reduce receiving errors and the ability to track repairs and special orders. Andy Boerman, Owner of Ithaca Agway and True Value says, "Microsoft Dynamics RMS had the capabilities without the huge costs, unlike Epicor Eagle. And the support available from System Solutions LLC was knowledgeable and timely from the very beginning."

Ithaca Agway and True Value converted their data to Microsoft Dynamics RMS in July of 2012 and with the help of System Solutions, has since added a number of capabilities that are streamlining processes and enhancing insight across their business.

#### SOLUTION OVERVIEW



Email Link

Resources

Organization Size: 38 employees

#### Organization Profile

The Ithaca Agway and True Value store has been in business since 1936. This hardware retail store offers a variety of tools & equipment, lawn & garden, and large animal supplies. The store has 2 buildings, 38 employees, 9 POS stations and 24 workstations.

#### Hardware

NONE

#### Third Party Software

- Automatic electronic supplier catalog updates, supplier promotions, ordering and receiving .
- ARI PartSmart POS integration for power equipment sales and service
- Service Management and Resource Scheduling
- Equipment Rental
- Mobile Inventory and Sales

#### Products

- Microsoft Dynamics Retail Management System 2.0 (Primary)