



## Epicor Success Story

# Munch's Supply Company

## Laying the Foundation for 20 Years of Growth and Success

### Company Facts

- ▶ Location: New Lenox, Illinois
- ▶ Industry: Heating, Ventilation, and Air Conditioning Supply
- ▶ Number of Employees: 270
- ▶ Website: [www.munchsupply.com](http://www.munchsupply.com)



### Success Highlights

#### Challenges

- ▶ Seamlessly integrate operations and share information in real time with other employees and departments based at 11 separate locations

#### Solution

- ▶ Epicor® Eclipse™

#### Benefits

- ▶ Rapidly accommodate customer needs by completing orders placed any time of day or night
- ▶ Offer customers the ability to log into their profiles, review account information, and pay online
- ▶ Reduce credit card processing costs by 33 percent

Munch's Supply Company is one of the leading heating, ventilation, and air conditioning (HVAC) equipment, parts, and supplies distributors in the United States. Founded in 1956, the company services contractors throughout Illinois, Indiana, and Michigan with more than 8,000 products representing more than 100 manufacturers. Over the past 20 years, Munch's has continually expanded from its New Lenox, Illinois headquarters to 10 additional warehouses and store centers with a philosophy dedicated to providing everything a contractor needs to do a job in a day—including on-demand delivery and one-hour will-call at all branches.

"Our customers are becoming increasingly sophisticated," said Bob Munch, chief executive officer, Munch's Supply. "They are constantly using mobile applications to research product options and order items from the field. Fortunately, we spent nearly two decades staying ahead of all the latest technology trends and laying the groundwork to meet every client demand, no matter if they're made at one of our stores or from the road. Our goal is to meet every need and never lose a job or customer because we couldn't support an immediate request."



## Seamlessly transferring work in real time

Since the mid-1990s, Munch's has worked diligently to fulfill these objectives with Epicor Eclipse. Hundreds of leading distributors worldwide use Epicor Eclipse because of its ability to manage large inventories and simplify accounting and sales order entry functions.

"Our employees live in Eclipse," explained Gus Backer, chief financial officer, Munch's Supply. "They live in the messaging and queues. Eclipse has allowed us to seamlessly communicate in real time with other employees, departments, and branches, as well as transfer work from one group to another without even getting up from our desks."

## Rapidly accommodating customer needs

"With Eclipse, we have the capacity to rapidly accommodate customer needs by completing orders placed any time of the day or night. In most cases, this even includes next-day or morning deliveries," said Scott Miller, president, Michigan, Munch's Supply. "On one occasion, we received an urgent request at 5:00 p.m. Eclipse enabled us to search the databases of every branch, find the product, do the logistics, and have the item at the jobsite by 9:00 a.m. the following day. There is no way we could have done this without Eclipse."

According to Munch's Supply, Eclipse is generally considered by staff as the foundation to how we operate as a business. Ease and efficiency are also the typical terms that define its use. For instance, Backer estimates that the company would need an extra six employees to replace the invoicing and accounts payable and receivable functions, which are performed almost totally through electronic data interchange (EDI).

## Saving valuable time and labor

Another Eclipse benefit is the customers' ability to log into their profiles, review account information, and pay online. This feature alone has not only saved Munch's valuable labor time, but lowered credit card processing costs by 33 percent. RF devices operating with Eclipse to capture barcodes have also reduced errors, while increasing shipping and packing efficiencies.

"We are constantly on the [lookout] for new ways to grow our business, whether through enhanced client sales, acquisitions, or expansions into new markets," added Munch. "We recently acquired a new company and Eclipse enabled us to convert their existing system into ours within 45 days. As we grow, we know we'll never have to worry about support. Eclipse has given us the confidence to transition any opportunity smoothly. They've been a great, reliable partner for 20 years and [are] solidly entrenched in everything we do."

## About Epicor

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