EPICOR
Radwell International

Company Facts

Overview
- **Specialist Industry: Industrial Distribution - Durable**
- **Location: Willingboro, New Jersey**
- **Website: www.radwell.com**

Success Highlights

Challenges
- **Information spread across 35 systems, a centralized system was needed**
- **Slow and manual process of packing and shipping orders**

Solution
- **Epicor Prophet 21**

Benefits
- **Information from inventory management, to invoicing and accounting is supported by Epicor Prophet 21**
- **Increased efficiency through automatic package dispatching, and enabled same-day shipping with a 30-40% faster pick ratio**
- **Able to store documents electronically in a centralized location, enabling improved collaboration, efficiency, and enhanced security**

Epicor Prophet 21 helps Radwell International overcome industry disruptions and rise in eCommerce

Radwell International is headquartered in New Jersey and known for being an industrial distributor with a large line of industrial automation products. Radwell currently serves customers globally and has offices in the U.S., Canada, the UK, and Germany.

Established in 1979, this family owned company is known for offering a 2-year warranty and industrial electronic repairs. They are also a centralized source of buying, reconditioning, and testing obsolete products that are hard to find in the marketplace. A recent innovation—a robotic warehouse—was one of the biggest ways Radwell increased efficiencies and sales across the board while improving the ability to service their customers.

Simplifying the systems
Before that point, the company had multiple systems to support their needs— rather than something centralized. With information scattered all over the place, they knew they needed a turnkey solution. That's why Radwell partnered with Epicor and implemented the Epicor® Prophet 21® ERP system —a cloud-ready business system for distributors.

After Radwell began utilizing Epicor Prophet 21 software, they were able to gain one source of information truth. Everything from their inventory management to invoicing their accounting functionality was covered by the Epicor Prophet 21 software. Everything they needed came in one package.

"Now, we're using robotics in our warehouses," said John Janthor, Vice president of Information Technology at Radwell International Inc. "This is what allows us to place orders and ship the same day."

The system stores 50,000 bins in a small space. When an order comes through, it is dispatched to the Swisslog warehouse system through Epicor Prophet 21 software. It is then immediately delivered to a picker who stands at a station and the product comes to them. They turn around, put it in a box, and it goes to their automatic labeling and shipping system. "It's been a huge increase in efficiency," Janthor said.

> ## "We've been able to process orders faster. We've been able to collect cash faster. We have been able to grow revenue more efficiently."
>
> *John Janthor, Vice president of Information Technology at Radwell International Inc.*

Competing with the big guns

At the most basic level, Epicor allows Radwell International to scan, capture, retrieve, and store documents digitally in a central location. Having this content stored and accessible electronically allowed their entire organization to improve collaboration, increase efficiency, and enhance security.

"We've been able to process orders faster. We've been able to collect cash faster," Janthor said. "We have been able to grow revenue more efficiently."

One of Radwell International's biggest challenges is competing with industry giants like Amazon. Yet now, with a 30 to 40% faster pick ratio, the organization can offer same-day shipping. As a result, the company can use the energy that was spent on picking and use it to scale the business. Now, their stellar customer service makes them stand out from the big box competition.

Attracting top talent

Partly thanks to Epicor, Radwell International is now at the forefront of new technology in their industry. This not only fuels the company's growth, but it also attracts new talent.

"Our new workforce is coming out of school with the skills and the desire to work with the newest technology," Janthor said. "They adapt to it really quickly, and they love it."

While it's a competitive job market out there, Janthor believes that this new tech—partnered with their community- centered culture—is a recipe for maximum employee retention. "We've got a great community," Janthor said. "This is the type of place where people really want to work."

EPICOR

We're here for the hard-working businesses that keep the world turning. They're the companies that make, move, and sell the things we all need. They trust Epicor to help them do business better. Their industries are our industries, and we understand them better than anyone. By working hand-in-hand with our customers, we get to know their business almost as well as they do. Our innovative solution sets are carefully curated to fit their needs and built to respond flexibly to their fast-changing reality. We accelerate every customer's ambitions, whether to grow and transform, or to simply become more productive and effective. That's what makes us the essential partners for the world's most essential businesses.

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