

Case Study: Streamlining Operations & Driving Growth with EPASS



Company Snapshot: *Slager Appliances*

Role	Business	Locations
Jim Johnson, COO	Slager Appliances – multi-location appliance & service retailer	Grew from 1 to 3 locations with EPASS

The Challenge

The company was stuck on a 40-year-old POS system that created inefficiencies and limited growth. As the business grew, managing multiple locations with different systems became increasingly complex. The lack of real-time visibility into operations caused delays, errors, and inefficiencies that affected both staff and customers. Slager Appliances knew that continuing with outdated processes would limit their ability to scale effectively.



Reports were **manual, unreliable, and time-consuming.**



Inefficient staffing: **5 service counter staff for 4 technicians.**



No integrations — everything required **duplicate data entry.**



Expansion was impossible **with outdated technology.**

"We had two people whose entire job was just re-entering information between systems. It was a lot of wasted expense."

—Jim Johnson, COO

To overcome these obstacles, Slager Appliances needed more than just a software update—they required a comprehensive platform that could unify sales, service, and inventory while providing real-time insights across all locations. The goal was to eliminate inefficiencies, empower employees with the right tools, and create a foundation for sustainable growth.

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The Solution

The company implemented EPASS, choosing it for:



Dedicated support teams vs. one-man providers



Partner integrations like Package. AI for automated scheduling



Automated reporting that runs in the background



Tablet-based workflows for service technicians



Scalability to support future locations and warehouses

Implementation took **less than six months** with on-site support from EPASS

The Results

2X Efficiency

Reduced service counter staff from 5 to 2 while supporting growth.

3X Growth

Expanded from 1 to 3 business locations.

17,000 sq. ft. warehouse

Enabled with wireless scanning & EPASS WMS.

Time Saved

Month-end reports run automatically, freeing managers for higher-value tasks.

Happier Employees

Less busywork, more focus on serving customers.

Better Customer Experience

Click-to-Pay links and integrated scheduling improved convenience.

By **partnering with EPASS**, Slager Appliances transformed the way they operate—streamlining processes, improving efficiency, and empowering employees to focus on what matters most: *their customers*. The result has been stronger growth, greater visibility across all locations, and a business built on a foundation **ready for the future**.

