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INDUSTRY NEWS

Control Supply builds on core values

COPIAGUE, N.Y. — Throughout its 36-year history, Control Supply has built a successful business on the simple principle of becoming a “trusted partner” with the wholesalers they serve. Founder Gary Herbst believes that achieving maximum customer satisfaction with their client base requires:

- Selling only to wholesalers
- Providing a highly qualified technical support team
- Maintaining high levels of inventory
- Going the extra mile to find one-of-a-kind products.

The company serves customers in the U.S., Canada and Mexico, and stocks product from over 50 different manufacturers. The average employee has been with the company more than 20 years — their long tenure has been one of the keys to Control Supply’s success. The em-

Control Supply’s owner and personally share concerns with him.

Whether over the phone, via the fax, or with their new state-of-the-art online ordering platform, customers can order products in a variety of ways with Control Supply. The extremely high levels of inventory Control Supply carries ensures that products are in the hands of their customers as quickly as possible.

“The manufacturers we stock love us because they know that if they experience shipping or manufacturing delays, Control Supply is there to support their brand and get the product to market,” noted 29-year Control Supply veteran Frank Bachhuber.

Control Supply believes its success has come from treating its employees and customers as family — and has expanded its family by bringing his son-in-law and daughter into the



L-R: Lewis Finn, Anthony Demarinis, Anthony Cinelli, Debbie Herbst, Michael D’Annunzio, Dianne Stanzione, Brian Stone, Frank Bachhuber, Gary Herbst.

ployees’ ability to cross reference a product faster than some of the manufacturers’ websites, to explain the correct wiring of a control, and to help their customers correctly size large valve jobs have been significant in building trust with customers.

And Herbst himself is still on the road making deliveries and visiting clients. During the off season, Herbst often leaves his home at 4:00 a.m., drive 500 miles and see over 30 accounts. He believes it provides him with a first-hand view of what the marketplace is like and feels he is able to view trends earlier than if he sat behind a desk. Clients also appreciate the opportunity to interact with

business. The company’s mission is to continue and expand the partnership within the wholesale heating industry with the same trust, loyalty and customer service that has been the key to their success over the past 36 years.

Control Supply offers their customers:

- Quality service
- Knowledgeable personnel
- Extensive inventory
- No minimum on any order
- Online order entry and real time inventory
- Drop shipments, as if a customer shipped it himself.

Visit www.controlsupplycorp.com.

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