

RETAIL



"We selected Host Analytics for their cost-effective software which enables us to more accurately project our revenue, and create a new level of accountability at the retail store level"

Rick Bell, Budget Manager

Summary

McCoy's is in the retail business and clearly recognized the value in creating a new level of accountability at each retail store. The organization looked to Host Analytics for their budgeting and scorecarding solution to help them increase their revenues and meet new sales growth targets.

About McCoy's Building Supply

McCoy's Building Supply is one of the largest family-owned businesses in their industry. The organization provides materials and solutions to customers who are "born to build" -- whether they be the serious do-it-yourselfer, the repair or remodel contractor or the custom builder. Started in 1927 as a contract roofing company in Houston, Texas, McCoy's has evolved from a small, one-store operation into an expansive regional corporation with 87 stores located throughout five of the United States and annual sales in excess of \$450 million.

Outcome

McCoy's Building Supply is using Host Budget and Host Scorecard to create a performance-accountable organization. Managers are now responsible for their store's performance. Host Budget allows each store manager to make inputs to their budgets, review their actuals at any given moment, and review monthly profit and loss information in great detail. Budgets are now completed and updated monthly vs. annually, and each store has the ability to input their store-specific numbers. McCoy's is now able to model various budget scenarios and revise projections based on the best possible scenario. This has given them the ability to project revenues more accurately.

The Host Scorecard product helps each store manager track their performance against company targets and goals, in a Web-based view and at any given moment. Managers are then compensated with bonuses for meeting their objectives and hitting their specific targets. The scorecard includes signals and charts with drill down capabilities so that each manager can dig down to the historical numbers or see their future outlook and what they need to do to move closer to their targets. General managers use the scorecard tool during review meetings with store managers.

Industry

Retail

Product

Host Budget & Host Scorecard

Challenges

- Accountability for performance at each retail store
- Providing store managers with a tool they can use to view and analyze monthly profit and loss numbers
- Creating a corporate-wide scorecard to track performance against goals

Solution

McCoy's is using Host Budget and Host Scorecard to:

- Provide store managers with access to budget vs. actuals in real-time via a browser-based "Excel look alike"
- Deliver a Web-based mechanism for each manager to track performance against goals
- Perform top down and bottoms up budgeting dynamically

Benefits

- Decentralized organization now has a centralized repository for all budget and actual information
- The accountable store managers have increased their performance and receive bonuses for improvements