Epicor
Solution Overview

Business without Barriers

EPICOR®

Eliminate the technology, integration, and accessibility barriers that stifle productivity.

Introducing

Business without Barriers

Business without barriers—that's the promise of Epicor next-generation enterprise applications. Eliminate the technology, integration, and accessibility barriers that stifle productivity. In their place is a newfound level of collaboration, visibility, and results. Featuring Epicor *True SOA*™ and robust functionality for businesses globally and across industries, Epicor is redefining enterprise application software.

Epicor raises technology to a level that delivers unprecedented business management and control, supporting continuous performance through real-time, in-context business insight. At the core of Epicor is an adaptable and collaborative business architecture that satisfies your organization's needs regardless of country, industry, or device for business anywhere. Experience a new kind of enterprise resource planning. With Epicor, discover business without barriers.

Next-Generation Enterprise Applications

In today's fast-moving economy, these common drivers of change are penetrating small, mid-sized and large enterprises equally:

- The emergence of the extended enterprise and its requirement to blend business processes across multiple facilities or branches, in harmony with the processes and systems of your customers, suppliers, and partners.
- Internal inefficiencies that impact your ability to drive new products and services.
- Increasing globalization of business requiring you to compete with an expanding landscape of competitors on dimensions such as cost, quality, and response time.
- Empowering your people to be more efficient in their roles by helping them raise productivity through effective collaboration.
- Delivering business insights into essential questions in order to support real-time decisions as well as short-, mid-, and long-term strategic goals.

Epicor understands these challenges and the opportunities they can create. We recognize that sometimes there is no roadmap for responding to shifting requirements and market conditions.

Synchronizing the complex relationships that determine supply, demand, and fulfillment is the basis to reaching industry-leading levels of operational excellence. Delivering the highest level of quality and process efficiency across the enterprise—through a culture of continuous performance improvement—is what creates a world-class business that can boast pace-setting levels of customer satisfaction.

In response, Epicor created next-generation enterprise applications to help you optimize performance across your entire enterprise, whether it operates on a local, regional, or global scale.

With Epicor, your business can get a head start today by implementing advanced service-oriented technologies that embody your essential business processes, yet are built for change—adaptable to business context yet information-rich in operation.

Business Management: Cohesive, not Constrictive

Epicor is a new breed of enterprise business applications built not just with scalability, accessibility and flexibility in mind, but with an eye to the sophisticated functional needs of businesses that expect to continuously improve and perform. Our end-to-end solution is designed to align with your business processes enabling you to select the capabilities that are meaningful to your business needs.

While companies with expansive, vertically integrated operations might use all of our comprehensive and embedded application capabilities, others need only deploy those applications required by their business. Either way, Epicor can provide the needed foundation for your business—from the smallest service firm, distributor or manufacturing job shop to the largest enterprise with global, multicompany deployments and significant cross-border trading requirements.

Businesses of all sizes have recognized the value of a full toolset of seamlessly integrated enterprise solutions rather than trying to piece together disparate systems. End-to-end access to system-wide information, the ability to easily add new functionality, and routine and expedient upgrades will allow you to keep pace with technology developments in the future.

Business Insight: Access and Visibility for Continuous Performance Improvement

Today's globally connected economies and markets introduce even greater challenges as well as opportunities for customer-centric organizations. New product innovations and continuous performance initiatives like lean, total quality management, and Six Sigma are emerging as principle ways to drive profitable growth while maintaining cost controls.

Leading businesses are seeking differentiation through continuous improvement. They see these strategies as a way to develop competitive advantage through a unique combination of world-class product and service offerings, productive employees, and a total focus on complete customer satisfaction.

With this in mind, the need for real-time business insight is a given. Yet it is not always easily accessible or even available to the business workers who seek it.

The need to analyze business conditions to develop improved business plans, the need to monitor and measure progress and provide visibility into day-to-day operations, and the need to deliver greater business transparency all demand more contextual, role-based information that enables more effective and timely decision making.

You need analysis tools that logically and dynamically align with your core enterprise applications and your users. Epicor Enterprise Performance Management (EPM) places a heavy emphasis on the active use of the right information at the right time for the right people. It proactively guides and readjusts the course of the business rather than just passively measuring its progress or reserving business intelligence tools for a chosen few.

Business Architecture: A Future-Proof and Efficient Foundation

Epicor Internet Component Environment (ICE) technology is what drives Epicor next-generation enterprise applications and melds Epicor *True SOA*™ and Web 2.0 to not only meet business requirements today, but offer the flexibility to accommodate unseen opportunities in the future.

Epicor ICE technology supports virtually any operating system—from Windows to UNIX to Linux—and will support access from virtually any client or device. It has established database independence, ensuring maximum choice and flexibility. Enterprises can select technologies that make sense for their business, including support for virtualization, the option of on-premise or on-demand software as a service (SaaS) deployment, and applications and business processes that are easily tailored to meet ever-changing business requirements in "layers" above baseline code. These approaches deliver an administration and release to release experience that is the mainstay of consumer Web applications.

Epicor is designed with secure, yet open access to business logic functionality. Using the Epicor Everywhere™ framework, a unique technology that stores all client business logic as XML metadata, information is available essentially everywhere, at any time, on any device, in either a smart client-or browser-based interface or mobile device. Users get the functionality and accessibility they need, while Epicor ICE technology makes underlying complexities invisible.

Epicor ICE is designed to maximize productivity that aligns with your business strategies by delivering solutions that combine Web 2.0 concepts, such as enterprise search, presence, and real-time communication with business acumen. You can engage resources across a worldwide network in real time, sharing information and insight, making the pursuit of profit truly a team sport.

This shift is made possible by advances in Epicor ICE technology and our approach to building enterprise software that allows information to be accessed from various data sources and locations in-context via in-application forms and role-oriented dashboards. Information workers can also view key ERP and customer relationship management (CRM) data in a broader context and take specific actions against it right from desktop productivity tools like Microsoft® Office Outlook®, SharePoint®, Word, and Excel®.

The goal is to make the flow of information and processes, which support the highest visibility and efficiency across the value chain, transparent to users. In short, it's all about getting the right information to the right person at the right time—at the pace your business demands.

In effect, Epicor ICE business architecture lets you run your business, instead of being an obstacle to growth. Companies running Epicor can quickly employ and adapt business models that will allow them to compete globally and domestically and to continuously improve performance.

Business Anywhere: Global Solutions, Local Expertise

You face intense competition—from booming multinationals to aggressive, nimble smaller companies down the road. Epicor can help you distinguish your company by enabling an increased focus on planning and managing all resources, both within and across locations, companies, and global boundaries.

Epicor next-generation enterprise applications feature a unique "configurable engine" approach, which makes it easier to adopt the legal and legislative requirements of the world's economies, as well as the multitude of international standards for finance including IAS, IFRS, and GAAP. This unique design approach represents a new way in which enterprise applications are designed, built and used, and accommodates over 20 years experience of delivering enterprise resource planning (ERP) software in more than 140 countries and in over 35 languages worldwide—no small feat.

Epicor provides a consistent, repeatable single solution approach that integrates your corporate headquarters with your divisions and operating locations. The world-class capabilities of Epicor applications enable the local, regional, or centralized deployment of master data and standard processes within a consistent, pervasive security framework. This ensures that operational information produced locally, from forecast to financials, cascades upwards into a single consolidated view of global activities that accurately reflects your organization's performance.

Epicor's solutions are tailored to meet the unique needs of companies across a broad range of industries. We have offices around the world gathering requirements, developing applications, implementing software, and helping companies deploy best practices to compete and comply in their markets.

Epicor Suite and Module Diagram

Financial Management

- General Ledger
- Accounts Payable
- Accounts Receivable
- Cash Management
- Fixed Asset Management
- Consolidations and Eliminations
- Multicurrency Management
- Tax Connect

Customer Relationship Management

- Contact Management
- Lead and Opportunity Management
- Case Management
- Marketing Management
- Mobile Connect

Sales Management

- Estimate and Quote Management
- Order Management
- Demand Management
- Advanced EDI
- Storefront

Human Capital Management

- Payroll
- Human Resource Management
- Training and Recruitment
- Employee Self-Service

Service Management

- Field Service
- Contract Management
- Returned Material Authorization

Enterprise Performance Management

- Management Reporter
- Budgeting, Planning and Forecasting
- Operational Data Store and Data Warehousing
- Scorecards and KPIs
- Trackers and Dashboards

Governance, Risk, and Compliance

- Risk Management
- Security Management
- Corporate Governance
- Global Trade Compliance
- Environmental and Energy Management

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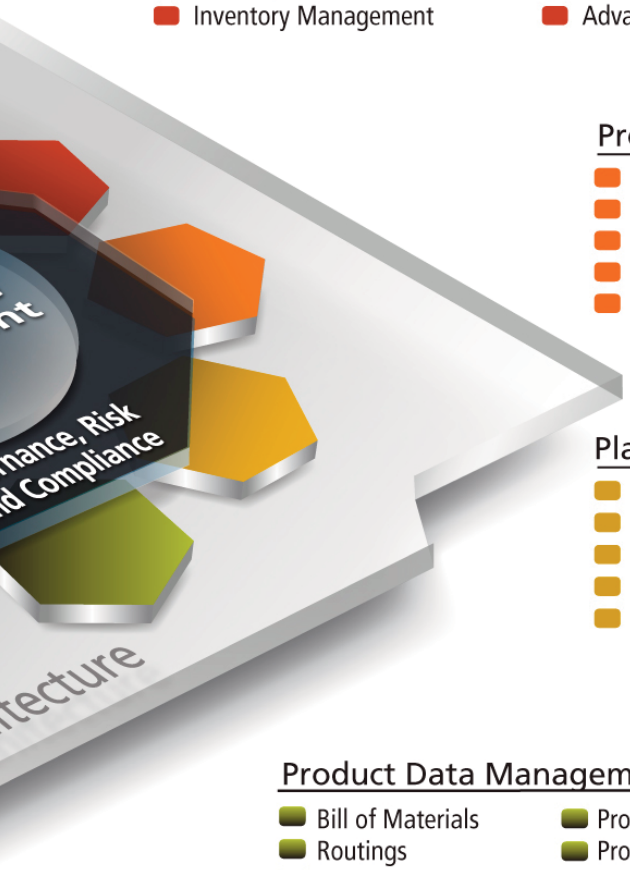
Supply Chain Management

- Purchase Management
- Sourcing and Procurement
- Inventory Management
- Shipping and Receiving
- Warehouse Management
- Advanced Material Management



Production Management

- Job Management
- Lean Production
- Manufacturing Execution System
- Quality Assurance
- Advanced Quality Management

Planning and Scheduling

- Project Management
- Forecasting and Master Production Scheduling
- Material Requirements Planning
- Scheduling and Resource Management
- Advanced Planning and Scheduling

Product Data Management

- Bill of Materials
- Routings
- Engineering Change and Revision Control
- Product Costing
- Product Lifecycle Management
- Product Configuration

ness Architecture

- rvice-Oriented Architecture
- icrosoft® .NET Framework
- eb Services
- perating System and Database Independence
- aaS, Hosted, and On-Premise Delivery
- Business Process Management
- Information Worker
- Service Connect
- Portal
- Web 2.0

Global Business Management

- Multicompany Management
- Global Multisite Management
- Multilingual Data Management
- Master Data Management

For Your Industry

Epicor provides solutions that are tailor-made for the needs of manufacturers, distributors, and general service firms, including a comprehensive range of industries and vertical market solutions therein. One size does not fit all, which is why the unique "business layers" approach of Epicor allows our next-generation enterprise applications to support the smallest start-up to the largest multinational, as well as the differing complexities in industries from metal fabricators to automotive distributors to general business services firms. Identifying the need to leverage geographic diversity on both the revenue and cost sides of your business, Epicor's comprehensive, industry-insightful solutions enable you to outpace the competition with more effective operations and world-class customer service.

An Acknowledged Leader, a Proven Solution

Epicor Software (NASDAQ: EPIC) is a global leader delivering business software solutions to the manufacturing, distribution, retail, hospitality and services industries. With 20,000 customers in more than 140 countries, Epicor provides integrated enterprise resource planning, customer relationship management, supply chain management and professional services automation enterprise software solutions that enable companies to drive increased efficiency and improve profitability, and also empowers global enterprises to achieve even greater success. Epicor's solutions offer unprecedented business management and support continuous performance through real-time, in-context business insight. Epicor provides a single point of accountability and helps support maximum optimization and performance, whether you're operating on a local, regional, or global scale.

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