

Epicor Enterprise



**SECOND  
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**EPICOR®**

# Next Generation Enterprise Software

## Epicor Software Corporation

understands that you, like midmarket companies worldwide, must identify, consider and respond to a new set of challenges and variables each day. Some are due to the extended enterprise and the increasing globalization of business. Some are a result of internal inefficiencies that affect your ability to compete on dimensions such as cost, quality and response time. Others arise out of the necessity to blend your business processes with those of your other facilities, customers, suppliers, partners and distribution channels. There is often no precedent for how to respond to new requirements and market conditions. Superior communication, flexibility, agility, and innovation are the only constants.

Competing globally and domestically, bridging geographic boundaries, encouraging strategic diversity, and eliminating supply chain inefficiencies can be accomplished with the technologies to streamline intra- and inter-company processes and communicate quickly and accurately. Synchronization of complex relationships which determine supply, demand and fulfillment is the means to reaching new, industry-leading levels of business performance. Epicor® Enterprise can help you achieve maximum efficiencies across your globally extended enterprise.

Epicor Enterprise is a comprehensive end-to-end suite of proven industry-specific solutions for the global midmarket enterprise. From customer relationship management (CRM) and enterprise service automation (ESA) to financial and supply chain management (SCM), Epicor Enterprise provides adaptable and agile solutions for real-time enterprises, helping them address their important business challenges — today and in the future.

## An Acknowledged Leader and a Proven Solution

Midmarket companies like yours are not the same as large Fortune 500 or Global 1000 companies. Should you use the same software? You need the same robust enterprise class software solution, but one that takes into consideration the needs of more resource constrained organizations. You cannot accept the notoriously complex systems designed for larger companies with deep pockets and longer implementation plans. You have incredibly short deployment schedules, limited resources and no room for failure. As a dedicated midmarket solution provider, Epicor designed Enterprise to meet your unique needs and budget. Enterprise delivers the complete solution you need to compete right across your globally extended enterprise — but at a fraction of the cost and time.

With over 20 years of experience, Epicor provides award-winning, flexible solutions that are tailored to meet the unique needs of companies across a broad range of industries — from high technology to financial services, value added distribution through non-profit, hospitality and entertainment, professional services and more.

With Enterprise, you reap the benefits of our experience and the feedback from thousands of Epicor customers throughout the world who have helped us improve our solutions release after release. Enterprise is both new and proven. The software is based on proven implementations that have been installed at thousands of sites, helping us refine a services methodology and approach that supports rapid return on investment (ROI). At the same time, Enterprise incorporates new leading-edge technology capabilities that will open up your business to the incredible potential of the globally extended enterprise.

## Extended Enterprise Solutions

Epicor Enterprise is a tightly integrated and industry-specific end-to-end ERP solution for midmarket businesses. Through its six application suites it provides access to the right information, from the right source, at the right time, empowering users throughout the value chain to make valid, accurate and informed decisions.

### Customer Relationship Management Suite

Enterprise CRM Suite is an award-winning integrated solution for managing and optimizing all aspects of your company's interaction with its customers and potential customers, from generating leads to closing sales, to providing superior support that results in additional business. The CRM Suite provides a 360-degree view of your customers through sales, marketing and customer support functionality to help you acquire, retain and grow profitable, long-term customer relationships.

### Supply Chain Management Suite

Providing the right products at the right time can mean the difference between lagging sales and market leadership. Enterprise SCM Suite provides immediate access to the forecast, pricing and customer and supplier information you need to increase inventory turns, enhance service and improve profitability. The SCM Suite helps achieve supply chain visibility and remove processes that do not add value. It equips you to meet customer demands for faster delivery and lower cost by synchronizing processes within and outside your company.

### Financials Suite

Enterprise Financials Suite is a proven, reliable and award-winning accounting solution that enables your organization to operate efficiently, comply with fiscal regulations, underpin strong corporate governance, and drive enterprise performance. The Financials Suite streamlines the accounting function, saving time and cost while optimizing the value of your finance team with immediate access to

the critical financial information you need to make decisions quickly. Most importantly, it provides the accounting controls and system security necessary to help ensure the integrity of your company's financial data.

### Project Suite

Enterprise Project Suite helps you structure, resource, track and account for service engagements and ensure on-time, on-budget delivery. Today's service organizations rely more than ever on maintaining a comprehensive and balanced view of the entire project portfolio. The Project Suite combines rich resource and project management with easy to use project health and portfolio views, helping monitor performance to plan and aligning projects to goals. By identifying which projects support key initiatives, resources can then be prioritized for maximum efficiency and returns.

### Business Intelligence Suite

Enterprise BI Suite includes comprehensive reporting and analysis tools, and real-time monitoring and triggers to generate alerts when a metric or process is outside a pre-established tolerance. BI Suite pulls together all of the data within your enterprise to offer both strategic and tactical insights, effective decision support, and assists with aligning your operations with business goals. From advanced budgeting, planning and forecasting, through graphical representation of key business metrics, BI Suite offers a complete enterprise performance management (EPM) solution.

### Portal Suite

Epicor Portal Suite provides a compelling gateway for information workers who need real-time and role-specific access to the information they need to be effective, right across the globally extended enterprise. Through a rich collaborative feature-set and personalization paradigm information is available to all stakeholders — from employees to your customers and suppliers — enabling smoother transactions, a higher velocity in decisions and faster turnarounds.

## Global Convergence

Enterprise is distinguished by its increasingly broad focus on managing all industry-specific processes and resources, both within and across locations, companies and global boundaries. Businesses of all sizes have recognized the value of an integrated suite of ERP solutions rather than trying to piece together disparate applications from multiple vendors. Integrated access to system-wide information, the ability to easily add new functionality, and routine and effortless upgrades will allow you to keep pace with technology developments in the future.

## Guaranteed Up-Front

At Epicor we know that solutions are not just software, we know that you have limited resources, limited time and no margin for error when implementing ERP applications. Therefore, we've designed our applications to be deployed quickly and cost-effectively. In fact, we are so confident on our ability to deliver on time and on budget, we offer the Up-Front Guarantee\* program to prove it. With Epicor's Up-Front Guarantee, the cost of your application deployment will not exceed the cost of the software. With Epicor Enterprise and the Up-Front Guarantee you get a lower total cost of ownership with a higher return on investment.

\* The Epicor Up-Front Guarantee is subject to specific terms and conditions, including the completion of an Implementation Assessment review to determine the overall scope of the engagement. Certain items, such as customizations, modifications, excessive data conversion, interfaces to multiple third-party products, number of sites, etc., will fall outside the scope of the guarantee. \* The Epicor Up-Front Guarantee is subject to specific terms and conditions, including the completion of an Implementation Assessment review to determine the overall scope of the engagement. Certain items, such as customizations, modifications, excessive data conversion, interfaces to multiple third-party products, number of sites, etc., will fall outside the scope of the guarantee.

## Raising Technology to the Business Level

Industry-leading technology makes it possible for midmarket enterprises and their trading partners to derive the benefits of real-time collaboration from Epicor Enterprise — the next generation of ERP. It is the foundation on which businesses execute their objectives, one that operates seamlessly and effectively in the background. It is architected to utilize Microsoft's leading platforms and technologies like the Microsoft® .NET Framework,™ Microsoft SQL Server 2000 and Microsoft SharePoint™ that give a business maximum flexibility with minimum overhead. Epicor Enterprise builds on Epicor's tradition of offering technology solutions that yield real business benefits and clear customer advantages.

## Built for the Enterprise

You face intense competition - from huge multinationals on one side, to aggressive smaller companies on the other. Epicor Enterprise provides comprehensive end-to-end and industry-specific solutions with advanced functionality and rapid deployment, enabling you to out-flank your competition with more effective operations and world-class customer service. Epicor Enterprise prepares your organization to compete within the new global economy that is at once demanding and rewarding. It delivers services-oriented and adaptable business architecture in support of a high growth environment and an increased need for business agility. With Epicor Enterprise, and our team of consultants and resellers in your corner, you'll have the resources you need to confidently meet the challenges you face today - and tomorrow.

**EPICOR**<sup>®</sup>

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## Extended Financial Management

- Contract Management
- Advanced Allocations
- Electronic Funds Transfer and Lockbox
- Credit and Collections
- Doc-link Document Management
- Payroll and Human Resources

Enterprise Contract Management provides a robust solution for organizations that need to manage renewals as well as regularly defer revenue based on terms of delivery, billing, or length of contract. With Enterprise Lockbox and EFT your cash flow position can be enhanced further by increasing the velocity of converting receipts to available cash or by reducing the administrative overhead of check payments. Credit and Collections provides a one-stop solution for aged debts and helps reduce days sales outstanding, while Advanced Allocations automatically computes cost allocations and journal calculations, streamlining processes, shortening closing cycles and improving accuracy. Enterprise Doc-link, Payroll and HRMS offerings round out the extended financials.

## Customer Relationship Management

- Sales and Marketing
- eMarketing
- Customer Service and Support

With Enterprise Sales and Marketing, eMarketing and Customer Service and Support, you can proactively manage your customer relationships and automate many administrative tasks, giving your sales, marketing and support staffs more "face time" to spend with customers. Together they enable you to gather, organize, track and share prospect, customer, competitive and product information. You can pinpoint your targets, capture highly qualified leads and measure the effectiveness of your campaigns. Plus, you can deliver world class support, resulting in more repeat business and better referrals.

## Service Management

- Field Service\*
- IT Service Management
- Returned Material Authorization

Enterprise Field Service extends to the dispatching of field implementation and repair personnel, handling of service inventory and costing, and management of service level agreements. Using IT Service Management you can provide your end users with accurate, complete and clear information, since priorities are assigned automatically and the agreed service levels are monitored. You can create, trace, summarize and close calls (incidents) easily. In the case of customer returns, information is entered as a returned material authorization and tracked until the proper resolution is completed.

\*Field Service is a planned module addition for Enterprise. Its functionality is currently provided by way of a professional services extension to base product.

## Financials

- Accounts Receivable
- Accounts Payable
- General Ledger
- Cash Management
- Asset Management
- Multicurrency
- Multi-company

Enterprise Accounts Receivable, Accounts Payable, General Ledger, Cash and Asset Management help you securely monitor and manage invoicing, payments, assets and cash in order to reduce costs and improve cash flow. Enterprise financials can help you improve your ability to increase your bottom line — the ultimate test of your success and competitive advantage.

## Supply Chain Management

- Sales Order Management
- Inventory Control
- Purchasing Management
- Assembly
- Promotions and Rebates
- Royalties
- Storefront and Credit Card Authorization
- Quality Assurance

Enterprise Order Management, Inventory Management and other SCM modules provide immediate access to the inventory, pricing and customer information you need to increase inventory turns, enhance customer service and improve profitability. Visibility throughout the value chain is enabled. Linking trading partners, processes and systems that make up your supply chain may become the differentiator you need to achieve industry leading performance.

## Supply Chain Execution

- Data Collection
- Warehouse Management
- RFID\*
- Third Party Logistics

Enterprise Warehouse Management and Data Collection are designed to extend and enhance the functionality of Enterprise SCM Suite to the shop floor, enabling you to quickly and efficiently capture real-time inventory transactions with ease. All inventory moves can be completed with a few simple scans using stationary, portable, wired or wireless (radio-frequency) equipment for real-time transacting of purchasing, distribution and work order information.

\*RFID is a planned module addition for Enterprise currently in development.

## Supplier Relationship Management

- Procurement
- Sourcing

To survive in today's economy every enterprise must put the reins on spending in every location and category. There are significant savings awaiting companies who exploit world class applications and best practices to manage supplier relationships. Enterprise Sourcing maximizes savings and compliance by automating the process of negotiating the optimal combination of suppliers, products, services, price and non-price attributes. Enterprise Procurement accelerates and controls the purchasing process from requisition to receipt.

## Project

- Opportunity and Bid Management
- Resource Management
- Project Management
- Delivery Management
- Project Accounting
- Portfolio Management

Enterprise Resource, Project, Delivery, and Portfolio Management deliver a closed loop solution for project based and service-centric organizations offering complete visibility across all engagements within the portfolio. Find and allocate the right resources to projects, then book and approve time and expenses as they occur. Enterprise Project Accounting provides a foundation for carrying out successful projects wherever you do business with comprehensive support for billing, work in progress and revenue recognition rules.

Enterprise Performance Management

Portal

Technology Foundation

## Business Intelligence

Enterprise Active Planner, DecisionStore, and Explorer equip you to proactively analyze business conditions, monitor performance to plan and align initiatives to company goals. Heavy emphasis is placed on the active use of the right information at the right time and for the right people to guide and adjust the course of the business rather than just passively measuring its progress. With FxR you can revolutionize your financial reporting and analysis process. With its intuitive design, you can measure the financial health of your organization more efficiently and more often, meaning shortened closing cycles, improved productivity, quicker decision making and a direct impact to your bottom line.

## Portal

Enterprise Portal Suite allows you to take advantage of the internet for faster and cheaper real-time communication as well as stronger and more transparent collaboration between information workers. Customer and Supplier Content capabilities provide rich account and role-based access to essential business information for your trading partners and customers. Employee Content delivers a range of powerful ad-hoc query and analysis tools coupled with document and content management to ensure your company's most valuable asset, its information, is easy to access and always available.

## Enterprise Performance Management

- DecisionStore Data Warehouse
- Rfx Financial Reporting
- Active Planner
- Explorer and Explorer AI

## Enterprise Information Portal

- Customer Content
- Supplier Content
- Employee Content
- Portal Server

## Epicor Enterprise Suite Categories

### Technology Foundation

- Microsoft .NET Framework
- Service Oriented Architecture
- Web Services
- Protects current investments in client/server
- Optimized for the Microsoft platform

