



## EPICOR RETAIL

## Epicor Retail Suite

- Planning and Assortment Planning
- Sourcing and Product Lifecycle Management
- Merchandising
- Store
- Cross-Channel Order Management
- Customer Relationship Management
- Audit and Operations Management
- Business Intelligence
- Financials
- Services

Epicor Software Corporation is a leader in software and services for real-time specialty and general merchandise retailers who seek to deliver best-in-class customer service. Our end-to-end, scalable and global solutions are proven to help retailers:

- Build sales and profitability
- Understand customers
- Make better decisions
- Manage inventories
- Sell cross-channel
- Increase loyalty
- Create efficiencies
- Improve controls

## OUR MISSION

Epicor provides state-of-the-art technology to improve the profitability, growth and competitive advantages for the retailers we serve.

Our success is driven by our commitment to delivering the highest quality software, services, and hardware products in the industry.

Epicor Software Corporation develops, delivers, and supports a complete range of advanced solutions for retailers seeking to become continually more profitable, productive, and competitive. Our solutions are designed to meet the evolving merchandise and service expectations of today's cross-channel shoppers and the business requirements of the most demanding retail environments, with rapid return on investment, low total cost of ownership, and a single point of accountability.



Epicor Retail solutions are available best of breed, in fast-track packages, and through our hosted software as a service (SaaS). They are built with open, standards-based architecture, deep functionality and full flexibility, and are trusted by more than 400 general merchandise and specialty retailers in tiers one through four to effectively manage their enterprises and deliver a seamless customer experience.

Epicor Software Corporation was founded in 1984 and is consistently ranked as a top performer by leading analysts and industry influencers. Epicor's end-to-end solutions for retail, hospitality, manufacturing, and distribution are provided in more than 40 languages to 20,000 customers in 140 countries. Our global capabilities allow us to be where you are, and to fully support your needs now and in the future.

### Distinctive Value

Epicor is distinguished by superior solutions, services, people and experience.

- **Proven success.** By leveraging years of experience and best practices, we are able to ask the right questions, determine the right answers, and develop advanced systems that have been proven in use.
- **Trusted professionals.** Epicor's 850 retail professionals have been selected for their expertise and their ability to deliver highly personalized services by evaluating your environment, systems, and processes in relation to your challenges and objectives.
- **400 loyal retailers.** Epicor Retail solutions are trusted by the world's leading retailers to streamline processes, optimize profitability, and meet the evolving expectations of cross-channel shoppers.
- **Solid corporate performance.** Since its inception in 1984, Epicor has demonstrated consistent growth and profitability.
- **One-stop shopping.** With Epicor, retailers have ready access to solutions for all processes, services for every need, and expertise for every challenge – with a single point of accountability.
- **Proactive client relations.** Epicor maintains close partnerships with all clients through direct links to our professionals; product user forums and advisory boards; ongoing case studies, communications and publications; and an annual client conference.
- **Leading industry partners.** As a Microsoft® Gold Certified Partner, we are at the forefront of leveraging the power of Microsoft's .NET and other leading technologies in retail applications and work closely with Microsoft and other industry-leading companies to meet the diverse requirements of our clients.

## Store

### POINT-OF-SALE

Epicor Retail Point-of-Sale, developed in Microsoft® .NET, is a robust POS and store-system suite with high ROI applications. Real-time central features to improve service and drive sales include CRM, stock location and order management, return/exchange management, and mobile functionality. The Store suite also has a full complement of back office functions and applications such as a manager's dashboard, inventory management and time and attendance.

### RETURNS MANAGEMENT

Epicor Retail Returns Management is a multichannel, returns management application enabling retailers to ensure accurate refunds and reduce refund fraud, while improving customer service and employee compliance. Returns Management provides stores real-time access to all transaction details throughout the chain, including original purchase with promotional pricing, subsequent return history and an accurate return value.

### MOBILE STORE

Epicor Retail Mobile Store extends key store functionality beyond the cash-wrap and manager's workstation. With a wireless device running Mobile Store applications, store managers and sales associates can enhance customer service and productivity by line busting, looking up items, locating stock, and completing various inventory management functions.

### DATA EXCHANGE

Epicor Retail Data Exchange maximizes the performance and value of your network allowing you to take control of critical processes like trickle polling, file transfer, message switching, and payment authorization. Data Exchange can also be used to configure your network to your unique specifications through either persistent or on-demand connectivity.

### CONFIGURATION TOOLS

Epicor Retail Configurator delivers a state-of-the-art remote systems management solution to retailers who need up-to-the-minute control of store configuration profiles. Configurator enables retailers with the power and flexibility to configure and change business rules related to policy and procedures, payroll, security, marketing, taxes, inventory and so much more.

## Customer Relationship Management

Epicor Retail CRM provides multichannel collection of data for customer analysis and segmentation, campaign management and loyalty points program management. Retail CRM is designed to enable marketing departments and sales channels to deliver a higher level of real-time, one-to-one targeted marketing and personalized customer service at all points of interaction.

## Cross-Channel Order Management

Epicor Retail Enterprise Selling combines a real-time inventory manager and configurable order manager to integrate inventory transaction processing of multiple sales channels allowing you to sell merchandise and satisfy customer demand from anywhere in the enterprise.

## Audit and Operations Management

Epicor Retail Audit and Operations Management consolidates, validates, and secures data from all sales channels into one location and to one standard, then maps it consistently to your enterprise applications. This exceptional solution improves performance, profitability and peace of mind to deliver substantial ROI.

### SALES AUDIT

Sales Audit, Audit and Operations Management's core application, ensures the integrity and accuracy of the data flowing into head office information systems by correcting any errors up front and bridging the gap between your enterprise and the sales channels.

### VOUCHER MANAGEMENT

Voucher Management provides real-time updating of balances for gift cards, gift certificates, and merchandise credits.

### LOSS PREVENTION

Loss Prevention automatically detects patterns of fraudulent activity and identifies procedural violations to reduce shrink, deter theft, and increase profitability while keeping the store an employee-friendly workplace.

### EMPLOYEE PRODUCTIVITY AND COMMISSION

Employee Productivity and Commissions enables you to evaluate, track, encourage, and reward the performance of every employee correctly, fairly, and automatically.

## Business Intelligence

Epicor Retail Business Intelligence lets you collect data from your Audit and Operations Management, Merchandising, and CRM solutions; analyze and report it in ways that reveal fresh insights, then make decisions quickly for fast results. With its powerful tools and broad range of functions, Business Intelligence gives you unprecedented control of your retail enterprise, better decision resources at all levels of management, and a substantial advantage over your toughest business competition.

## Financials

Epicor Retail Financials Suite is a comprehensive end-to-end suite of proven financial applications for the global enterprise that enables your organization to operate efficiently, comply with fiscal regulations, underpin strong corporate governance, and drive performance. Retail Financials is integrated with Merchandising for posting general ledger and accounts payable and receivable invoices as well as updating chart of accounts, customers and vendors.

## Merchandising

Epicor Retail Merchandising streamlines operations, unifies asset management, and manages your business from end to end. This powerful retail solution features a centralized transactional database and support tools to help you make and execute better decisions based on accurate, current, and shared information.

### ENTERPRISE DATA MANAGEMENT

Enterprise Data Management is your tool to easily transfer the rich data in our systems into the reports you need for usable information and rich insights. It links the expertise of your staff directly to the critical data, letting them apply their intuitive knowledge of your retail business to trends, patterns and sales statistics that are instantly accessible.

### PURCHASE ORDER MANAGEMENT

Purchase Order Management handles the detailed process of placing purchase commitments with vendors and monitors the progress of buys and their delivery dates, while maintaining financial and open-to-buy control.

### WAREHOUSE MANAGEMENT

Warehouse Management is an optional application that ensures merchandise flows from receiving through distribution to store shelves quickly to optimize productivity, streamline operations and reduce stock-outs. Warehouse Management provides EDI support for receiving, RF-based tools for carton packing, full ticketing functionality, SKU or carton-based inventory tracking and more.

### INVENTORY MANAGEMENT

Inventory Management ensures your head office, warehouse, or stores get direct access to real-time inventory information across the enterprise.

### PRICE MANAGEMENT

Price Management lets you experiment with a wide range of pricing schemes to determine their impact on your margins, shoppers, and results. Price Management protects margins by supporting pricing down to the style, color, and store level.

### MERCHANDISING ANALYTICS

Merchandising Analytics is a customizable decision support tool for analyzing all sales, orders, receipts, distributions, price changes, inventory adjustments, transfers, and returns to vendors, allowing you to determine opportunities for faster turns, improved margins, better markdown execution, and more precise forecasting.

## Allocation & Replenishment

Epicor Retail Allocation and Replenishment optimizes your merchandise with effective and proactive distributions that minimize stock imbalances, increase sales, lower inventory levels, reduce forced markdowns, raise gross margins, and increase customer satisfaction.

## Planning

Epicor Retail Planning effectively links your financial plans, assortment plans, buying plans and individual store plans. It combines Merchandise Planning and Assortment Planning with rich visual tools to let you identify what's needed at both the chain and store level, and develop effective inventory models that will maximize your sales while minimizing risks.

### MERCHANDISE PLANNING

Merchandise Planning lets you create and manage your merchandise plans at all levels and across all channels of operation. Flexible and unlimited merchandise and location hierarchies allow you to develop plans that meet the demands of your customers at a micro-level. By synchronizing high-level business plans with channel and location-specific trends, Merchandise Planning ensures the right merchandise is planned for the appropriate stores.

### ASSORTMENT PLANNING

Assortment Planning simplifies the process of building ideal assortments in perfect step with your customers, locations, seasons, and budget. Using visual tools linked to your merchandising data and buying and store plans, this powerful application lets you create, organize, and view offerings within a location cluster and by store grade; determine your assortment breadth with an easy-to-use Wizard tool; define your styles in complete detail; see your assortment clearly using product pictures or catalogue images; and much more.

## Sourcing and Product Lifecycle Management

Epicor Retail Sourcing and Product Lifecycle Management streamlines the process of obtaining merchandise quickly and more profitably, by centralizing workflow management via the Web to control vendor negotiations, production, and logistics tracking. This integrated solution includes Partner Collaboration for communicating efficiently with vendors/agents worldwide via central Web-based repository allowing stakeholders to view updates and request changes; Critical Path Management tracks the chain of critical tasks to ensure your project progresses efficiently and on schedule; plus three other modules for managing every aspect of production and shipping.

## Orders & Fulfillment

Epicor Retail Orders and Fulfillment is a complete order processing, fulfillment, and customer service application designed for the multichannel retailer. Our full-featured order processing system includes multiple ship-to addresses, automated electronic payment, and shipping system interfaces.

## eCommerce

Epicor Retail EComm provides Web design capabilities to create a site that surpasses that of your competition and enables you to create repeat customers. By connecting your ecommerce site with the merchandising system for your physical stores, you can fully manage the Web store through an easy user interface.

## Retail Services

We understand your needs and offer various services to make the best use of your technology investment and reduce your total cost of ownership.

### OUR VALUE PROPOSITION

#### OUR ORGANIZATION – PARTNERSHIP

We establish and nurture a long-term, personalized business partnership through a client-centric organization and structure, which supports our commitment to world-class client service.

#### OUR PEOPLE – RETAIL EXPERTS

We recruit, train and mentor a team of world-class resources that maximize retail and Epicor product know-how to deliver business value.

#### OUR SERVICE OFFERINGS – TAILORED TO MEET YOUR NEEDS

We offer a full range of services that maximize the value and usage of our products.

### INTERNATIONAL HELP DESK

We serve thousands of retail locations worldwide, 24/7. Our “single point of contact” philosophy allows our retailers to provide their stores with one number for complete support. We troubleshoot hardware, software, network, third party and procedural issues as well as support corporate applications and respond to corporate questions regarding routine use of our software. Client-centric processes and associated KPIs allow us to monitor performance and deliver consistent results.

### ROLLOUT/UPGRADE/INSTALLATION/SUPPORT

We work with installation technicians, store managers, and corporate staffs to make sure all systems are set up, connected, configured, and functioning as planned.

### REDISTRIBUTION CENTER

Our Redistribution Center (RDC) is a 50,000 square-foot professional center equipped to handle large-scale hardware and software deployments, including complete software installation and testing. We also provide storage for depot stock enabling customers to have replacement systems—quickly loaded and shipped. Whatever hardware, inventory, depot or imaging needs you have, our RDC will work efficiently to provide you with superior service.

### PROFESSIONAL SERVICES

We provide expertise the right way. Our service professionals allow you to focus on your business while we facilitate each project aspect. Leveraging our comprehensive, end-to-end implementation methodology, our proven management processes and our solution offerings, we reduce risk and maximize the value of your products. Our team has years of experience in the management, deployment and support of large and complex systems and will guide you through defining the project to the deployment of our systems.

### SOFTWARE CUSTOMIZATION

Our customer development team can tailor our software to meet your unique needs. A Business Process Review (BPR) will allow us to fully understand your requirements and develop a detailed specification for our Programming and Quality Assurance teams.

### LEARNING SOLUTIONS

Our Learning Technology Group is committed to helping your associates and managers perform at their full potential. We'll work with you to determine the optimal delivery method for your organization, selecting from eLearning, video, classroom and train-the-trainer sessions, store manuals, flipcards, and more. Our custom-produced digital multimedia and eLearning courseware offer the power of real-world simulation and interactivity, plus built-in tracking of training results. We also offer customized lessons on key retail topics such as customer service, product knowledge, and safety.

### POLLING AND DATA TRANSFER MONITORING

We will support your store polling system to help ensure smooth operation. This service includes verification and daily reporting on the status of all sites, evaluation of missed sites, and logging and reporting of system status.

### DATABASE MONITORING SERVICES

Your business today cannot afford down time due to lack of system management. The role of a database analyst (DBA) is critical to the successful operation of the IT infrastructure and your business applications; however, a dedicated full-time resource is often not the best allocation of manpower. Epicor offers you a focused solution with a quick turnaround on ROI. We provide proactive database monitoring, maintenance tasks and performance/system tuning to ensure optimal performance and availability of your application database(s).

### CRM SERVICES

Let us manage your CRM application for you – from database hygiene to running your marketing programs. We know retail, and we know Epicor Retail CRM. Our team is dedicated to providing CRM operational support across many clients. We offer efficiencies to improve operational security and drive down the cost of service. With various options tailored to your specific needs, you can choose from ad hoc consulting services, monthly database maintenance and/ or marketing services, as well as data analysis and strategic consulting.

### CORPORATE APPLICATION SERVER HOSTING

We provide various levels of support for your corporate-based applications. Our offerings include a fully hosted environment in which we will provide the hardware and software in our facility and manage those systems and applications for you. We can also provide a managed services solution in which you own the hardware and software licenses and host those systems in your facility. We then manage those systems for you remotely.

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