

# EPICOR

EPICOR GLOBAL



“ We chose Epicor for its flexibility, platform, multi-lingual and multi-company capabilities, and because of the company’s strong global presence, we knew they would be able to support us effectively.”

GEBHARD RAINER, SENIOR VICE PRESIDENT FOR GLOBAL HYATT CORPORATION

# Epicor Global Solutions

**Success on a global basis requires rapid response to new challenges on a daily basis.** These challenges are made more complex by the requirement to bridge the differing cultures, languages, time zones, business practices and market conditions of your worldwide operations.

In addition to managing the complexities of a global organization, you must continue to meet the traditional challenges of growth and profitability, by delivering new products, increasing customer service, eliminating supply chain inefficiencies, and streamlining operations.

To meet these challenges, it is essential that you have a scalable enterprise business solution and technology framework that allows immediate access and delivery of information from anywhere in the world. With the right solution, you can achieve new levels of business performance—in your local markets and on a worldwide basis.

As a leader in enterprise software for more than twenty years, Epicor Software Corporation is uniquely positioned to provide you with the global solutions and services that can help you achieve these new levels of performance. Serving more than 20,000 customers in over 140 countries, in more than 30 languages, Epicor is dedicated to providing global enterprises with flexible, cost-effective, standardized business solutions that can be supported globally through a single provider.

Our footprint and global capabilities allow us to be wherever you are—essential to supporting your needs now and in the future. Epicor solutions are designed to deliver a rapid return on your technology investment while maintaining one of the lowest total cost of ownership in the industry.

For companies that require a scalable, next-generation service-oriented architecture business solution that can be cost-effectively deployed and maintained worldwide, our industry leading products, support and implementation capabilities are unmatched.



It is a tremendous advantage for us to be able to utilize Epicor products. With Epicor, we aren't paying the big maintenance fees that we would pay for other ERP solutions. We also benefit from Epicor's international support and consulting services. That savings drops

#### Award-Winning Applications in Many Languages

Streamlining business processes and standardization of enterprise software solutions continues to be a major trend for multi-nationals seeking greater efficiencies in every region of the world.

For growing midmarket businesses with a global mandate, Epicor provides the opportunity to standardize your entire business on a single solution worldwide. By the same token, for global multinationals that are struggling with the cost and complexity of deploying a tier-one ERP solution at operating plants in locations like Malaysia, China, Argentina, Sweden or the Czech Republic, Epicor provides a consistent, repeatable single solution approach that integrates your corporate ERP with your divisions and operating plants.

From complete enterprise resource planning (ERP), to customer relationship management (CRM), to supply chain management (SCM), whether you are standardizing globally, or deploying locally or regionally, Epicor can deliver a cost-effective, industry-specific solution to meet your needs.

By standardizing on Epicor's solutions, companies can streamline their operations and meet local requirements, while ensuring the highest standards of global control and corporate governance.

The inherent interoperability of Epicor solutions provides for seamless connectivity and collaboration via XML and Web services—application-to-application and enterprise-to-enterprise—as well as to many existing industry-leading third-party solutions.

The world-class capabilities of Epicor's solutions enable the local, regional or centralized deployment of standard processes within a consistent, pervasive security framework. This ensures that the operational information is produced locally from forecast to financials, cascades upwards into a single consolidated view of global activities that accurately reflects the organization's performance.

That performance may be measured against a multitude of international standards, including IAS, IFRS, GAAP and other generally-accepted accounting practices, with which your local operations must comply, or against your own internal accounting standards.

Epicor provides solutions in over 30 languages. Language flexibility, supported by Unicode, is part of the standard Epicor solutions and includes features such as dynamic language switching by user. Users can operate in the language of their choice concurrently, while customers and partners can access information in their preferred local language.

Most critically, Epicor enables information to cascade and consolidate seamlessly into your corporate organization's business language of choice.

Portal and business intelligence solutions allow corporate users the ability to move seamlessly from corporate financial statements to division performance metrics to real-time individual site information.

Epicor is a leader in providing flexible currency management, which is a must for any globally deployed solution. Epicor solutions support fully automated tracking of unrealized and realized gains and losses on partial or full invoice settlement, which can accelerate your periodic reporting cycles. Additionally, independence of customer, supplier or price list currency provides flexibility in your sales cycle.

When it comes to presenting global operating results, Epicor has the business intelligence tools to view the multi-dimensional data in your currency of choice through automated cross currency consolidation while preserving the data lineage to the original transaction entry—in whatever country, language or currency.

With our support for customers in over 140 countries, Epicor delivers regional, country-specific and industry-specific features with a high degree of local legal, fiscal and best practice functionality.

to manage the operations of a large global company.  
with a tier-one vendor and we take advantage of  
s straight to the bottom line.”

KEVIN PALMER, CORPORATE CONTROLLER, JELD-WEN

### Global Support

Beyond offering a product designed for global business, Epicor provides comprehensive support for our solutions globally.

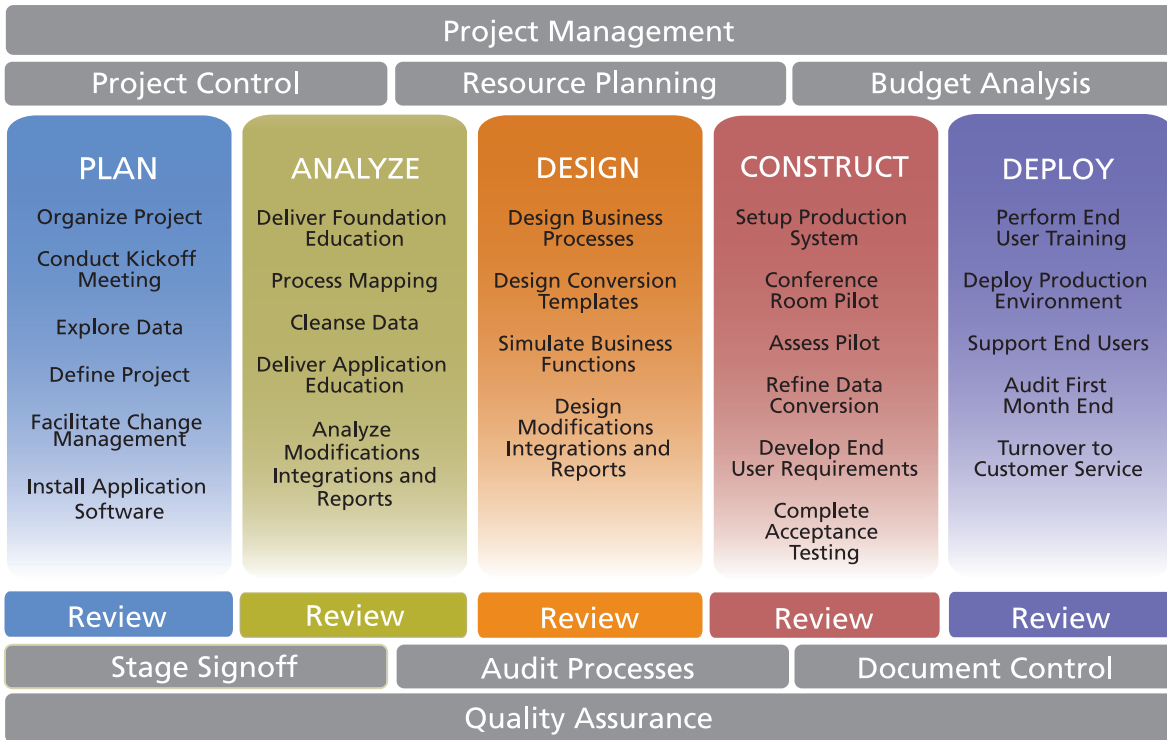
To do this effectively, we have a global infrastructure that incorporates support centers located in every major operating region—the Americas, EMEA (Europe, Middle East and Africa), and Asia Pacific. Through these regional support centers, we are able to provide support in more than twenty languages including English, German, Russian, Spanish, Chinese and more.

Our far-reaching global support organization can assist a customer in Taiwan, monitor an upgrade in Mexico, and solve a shipping issue in Hungary. We take a global perspective when it comes to supporting our customers.

We understand that you are not a single location, language or culture, but rather an integrated, worldwide enterprise where understanding the impact of issues and procedures both locally and globally are critical.

Beyond phone and Web-based support, Epicor provides a number of educational options to clients. Classroom training, online learning, and on-site training are just some of the options which will enable your company to quickly begin realizing the benefits of your Epicor solution.





*Epicor's Signature Implementation Methodology enables us to roll out your Epicor solution consistently at all of your sites, wherever they may be located.*

### Consistent Implementation Worldwide

Implementing and managing best practices and corporate procedures for a single location are well understood by most IT organizations. However, as a global corporation, you are faced with integrating, coordinating and managing these processes and practices across multiple sites worldwide.

Developed and proven over thousands of implementations, Epicor's Signature Implementation Methodology enables efficient, effective and well managed projects, consistently, wherever they are in the world. Signature was designed to support multi-site implementations that span regions, countries, or even continents.

It allows Epicor to provide a consistent, client-focused implementation, and provides a framework to verify that projects are progressing as planned. Projects can be deployed through single or multiple teams to achieve parallel rollouts while maintaining a global standard. A highly structured, proven implementation methodology, Signature guides you and your company through a complete process, that begins with an in depth analysis of your business requirements and finishes at the implementation hand over, quickly enabling your company to gain the benefits of using your Epicor solution in its day-to-day operations.

To learn more about Epicor's solutions and our unique ability to support global organizations, please contact us at (800) 449-6772 or (952) 417-5207 or visit <http://www.epicor.com>.



Visit us on the Web at [epicor.com](http://epicor.com).



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