

FOR IMMEDIATE RELEASE

Entel Group Selects Epicor for Global ERP

Epicor Solution Seen as Key to Entel's Future Success and Growth

LIVERMORE, Calif. and LONDON, November 1, 2011 - Epicor Software Corporation, a global leader in [business software solutions](#) for manufacturing, distribution, retail and services organisations, today announced that [Entel](#), a UK-based designer and manufacturer of radio communications equipment for land and marine applications, has selected the Epicor® next-generation [enterprise resource planning \(ERP\)](#) solution as its global ERP system.

Entel Group is recognised as a leader in its industry and has a turnover in excess of \$20 million with operations in Korea, the Philippines, and headquarters in the UK. The Epicor implementation will replace three legacy products and allow Entel to fully integrate its operations into a single real-time system across all sites and departments from customer relationship management (CRM) to finance and manufacturing, through to the logistics departments.

“As a global organisation, speed of communication is key, especially with the time differences in our Asia operations,” said Metin Pallenberg, managing director at Entel Group. “With Epicor everyone will have access to the same information, in real-time, and can have confidence in its accuracy. Epicor will also allow us to enforce and quickly refine our processes, for any part of the business, through a single business process management engine (BPM). All these features are key to our future success and growth.”

Entel's products are available in many variants, based on over 200 configurable core products. This can make the process of providing quotes and delivering projections both time-consuming and inaccurate. Entel cited the Epicor Configurator as an important part of the new implementation that will greatly improve quotation and sales accuracy, as well as production scheduling.

In total, four high-end ERP solutions were scrutinized closely by the Entel project team, before selecting Epicor. A number of key differentiators were highlighted by the team, which together led to its selection:

- The ability for the in-house development team to customise and tailor the product to their exact requirements through features such BPM, without changing the core product code, and minimal external consultancy;

- The level of integration and features within Epicor’s CRM module – the team could see how it would enable them to maintain and improve the level of customer service that already sets Entel apart from competitors;
- The way in which Epicor presents users with a clear trail of shared customer information that can be drilled down into for every stage of any order or quotation; and,
- Ease of access and usability for all members of staff through its intuitive and familiar user interface.

“Modern international businesses follow the sun, running 24/7/365 operations,” said Malcolm Fox, director, product marketing for Epicor. “It’s critical that while one operation is asleep another can have total confidence in the shared information that it is using to run its own, as well as having systems that reflect both international and local business processes and compliance requirements. This is a key benefit of Epicor, and why companies around the world are choosing it again and again to underpin their global operations.”

About Epicor Software Corporation

Epicor Software Corporation is a global leader delivering business software solutions to the manufacturing, distribution, retail and services industries. With nearly 40 years of experience serving midmarket organizations and divisions of Global 1000 companies, Epicor has more than 33,000 customers in over 150 countries. Epicor enterprise resource planning (ERP), point of sale (POS), supply chain management (SCM), and human capital management (HCM) enable companies to drive increased efficiency and improve profitability. With a history of innovation, industry expertise and passion for excellence, Epicor inspires customers to build lasting competitive advantage. Epicor provides the single point of accountability that local, regional and global businesses demand. The Company’s headquarters are located in California, with offices and affiliates worldwide. For more information, visit www.epicor.com.

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