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Epicor® Shared Benefits Program Mitigates Risk and Holds the Line on Costs for ERP Implementations

Collaborative Project Management Methodology Yields Better Input Up Front for Better Outcomes, with Less Risk and More Reward for All

PERSPECTIVES 2009 — LAS VEGAS — November 9, 2009 — Epicor Software Corporation (NASDAQ: EPIC), a leading provider of enterprise business software solutions to the midmarket and Global 1000 companies, today introduced the Shared Benefits program, its latest initiative aimed at helping companies eliminate risk and avoid excessive cost overruns that can plague conventional enterprise resource planning (ERP) system deployments.

ERP is an extremely strategic and all encompassing business application; and failure to deploy in a timely and cost effective manner has been known to significantly disrupt companies' operations. Epicor's Shared Benefits program establishes a partnership where Epicor and its customers equally share in the risks and rewards of the ERP implementation project.

Epicor and its customers take joint responsibility for the project scope definition based on detailed project mapping, mutually agreed upon business outcomes and return on investment calculations. Both parties are financially incented to tightly manage the project in adherence with the agreed upon scope to minimize project delays and risk factors. Shared Benefits deployments are characterized by pragmatic solutions and simplified requirements ensuring that delivery dates are respected and the risks associated with complexity and elongated timelines are avoided.

Analyst Ray Wang of Altimeter Group who has advocated strongly for fairness and transparency in software licensing and pricing writes of the necessity for trust in a vendor-customer relationship. "The most valuable commodity in this economy and in business relationships is trust. The current downturn in the economy has been exacerbated by deterioration in trust and a lack of any one party to improve trust and accountability. Software

vendors have this opportunity to take their position of strength and demonstrate how they can provide customers value during a down turn. In doing so, they will help their customers succeed and earn customer loyalty and good will when the economy picks up.¹

Supported by Proven Methodologies

Supporting the collaborative approach of Shared Benefits is Epicor's Signature Methodology and its Project Control Center, which provides timely and accurate information about project health and activities via a portal accessible to all stakeholders. This visibility and accountability is another key tenet of the Shared Benefits program.

Upon project completion, if the project is under budget, the savings are shared 50/50. Conversely, if the project runs over budget, the customer is billed 50% of the contracted professional services hourly rates for all over-budget costs.

The Shared Benefits program further underscores Epicor's commitment to containing costs and mitigating deployment unknowns, and builds on the company's unique 1:1 ratio — Epicor's aim that implementation costs will not exceed the list price of the software (one dollar or less for services for every dollar of software), first introduced in 1999.

"The ERP industry as a whole is notorious for endless implementation cycles and excessive deployment costs," said George Klaus, chairman, president and CEO for Epicor. "Ten years ago Epicor set out to change this paradigm and lower the costs of ERP implementation through our 1:1 guarantee initiative. Today, we're offering our customers even more compelling ways to mitigate deployment risks and improve ROI with our Shared Benefits program, where customers and Epicor share equally in project outcomes."

Among the first companies to take advantage of Epicor's Shared Benefits program is Baker Perkins. Many of the world's leading brands rely on technology supplied by Baker Perkins; in the bakery, confectionery, snack, breakfast cereal, and biscuit, cookie & cracker industries, Baker Perkins process equipment has established a worldwide reputation for innovation, reliability and service. The company, which has operations in Peterborough, England, and Grand Rapids, Mich., traces its origins back to the 19th Century. (See ***Baker Perkins Selects Epicor® in the UK and US.***)

"What appealed to us about the Shared Benefits program was its overall disciplined project management methodology and focus on collaboration and accountability," said Bob

¹Software Insider's Point of View, "Monday's Musings: 5 Steps to Restoring Trust in the Vendor - Customer Relationship," October 2008.

Collin, project manager for Baker Perkins. “This gave us confidence that the right controls and best practices were in place to ensure a smooth deployment in the most cost effective and timely manner.”

About Epicor Software Corporation

Epicor Software Corporation is a global leader delivering business software solutions to the manufacturing, distribution, retail, hospitality and services industries. With 20,000 customers in over 150 countries, Epicor provides integrated ERP, customer relationship management (CRM), supply chain management (SCM) and enterprise retail software solutions that enable companies to drive increased efficiency and improve profitability. Founded in 1984, Epicor celebrates 25 years of technology innovation delivering business solutions that provide the scalability and flexibility businesses need to build competitive advantage. Epicor provides a comprehensive range of services with a single point of accountability that promotes rapid return on investment and low total cost of ownership, whether operating business on a local, regional, or global scale. The Company’s worldwide headquarters are located in Irvine, California with offices and affiliates around the world. For more information, visit www.epicor.com.

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