

Company Overview

“ ...only Epicor could provide tier-one level functionality and services at a midmarket price point.”

Dewaine Wilson, controller

Hargray Communications Group



# A Global Leader

**What defines Epicor?** The absolute focus on the markets we serve. The commitment to delivering world-class software and innovative technologies. The global infrastructure and experience to support emerging businesses, regional corporations and global enterprises. The dedication to delivering world-class customer service and satisfaction. The strength, vision and viability to be a long-term business partner. And, the commitment to place our customers at the center of everything we do.

More than 20,000 customers, in over 140 countries, rely on Epicor to help them meet today's business challenges—and empower them for even greater success tomorrow. With solutions available in more than 30 languages, Epicor can support your organization – whether you conduct business on a local, regional or multinational level.

Designed for the unique needs of key industries—manufacturing, distribution, retail, hospitality and services—Epicor provides the end-to-end, industry-leading solutions and the domain expertise you need to increase operational efficiency and drive competitive advantage. With over 20 years of experience in delivering innovative, award-winning solutions to our customers, Epicor is a strong, stable partner that you can rely on now and in the future.

Epicor solutions are designed to be cost-effective, while at the same time are extremely powerful, flexible and scalable. Moreover, our solutions are designed to grow as your business grows. That's allowed customers who started small to continue to use Epicor, even as they have grown to be billion-dollar global enterprises.

And that makes sense—by delivering a complete range of enterprise solutions along with single point accountability, our customers can achieve operational excellence and sustained market leadership.

To learn more about Epicor, take a few moments to read on and discover what our motto—Think Ahead. Stay Ahead—can mean to your company's success.



# Flexible and Proven Next-generation Technology

When you invest in an Epicor enterprise solution, you invest in a proven, flexible, scalable and highly progressive technology platform. 100% Service-Oriented Architecture (SOA): robust enough for a Global 1000 corporation, our SOA is also practical for the standalone enterprise. Our architecture was designed to keep pace with your company's growth and provide the agility to match your changing business environment.

Epicor has a long, successful history of innovation and leading-edge technology adoption, particularly through our partnership with Microsoft. As one of Microsoft's most elite Gold Certified Partners, Epicor was one of the first enterprise providers to deliver solutions leveraging Microsoft SQL Server, XML and .NET technologies. Our expertise leveraging the Microsoft .NET Framework and Web services—to respond to the dynamic and ever-changing business needs of our customers—allows us to offer complete solutions that can be implemented quickly and cost effectively and streamline your business processes. Then, as business conditions dictate, the

solution can evolve as well; scaling and adapting to meet the challenges of growth, entering new markets and increased competition.

When you implement an Epicor solution built on our SOA and the Microsoft .NET Framework, you've made an excellent investment—for the short and long term. Designed to increase performance and deliver improved operational excellence across your enterprise, our products deliver the unmatched scalability and flexibility to handle the rigors of a globally distributed value chain. Leveraging the full benefits of SOA, Epicor solutions are focused on minimizing the cost and complexity of implementation, integration and support by allowing your employees to focus on business process and best practices rather than technology. By delivering business applications that can be implemented and managed as services—easily deployed anywhere, on any device—we can deliver the low total cost of ownership (TCO) and rapid return on investment (ROI), that can translate into an improved top line, bottom line, and ultimately to market leadership.

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# An Easy Approach to Business Solutions

## **How do companies become market leaders?**

Through focus, innovation, improved efficiency and reduced complexity. Relying on an enterprise business system created by bolting together products from a variety of vendors after-the-fact is hardly efficient at reducing complexity; in fact it's creating it.

With Epicor, you can maximize the efficiency of your IT resources through partnership with a world-class, full-suite, solution provider that can support you directly worldwide. Our end-to-end, industry-specific applications and strong domain expertise provide you with a complete solution for your business and industry.

**Manufacturing**—Designed to meet the needs of today's complex, real-time manufacturers, Epicor's manufacturing applications provide comprehensive solutions from planning, scheduling and procurement to job costing, production, financials and more. Going beyond traditional ERP, our solutions encompasses integrated customer relationship management (CRM), business intelligence and e-commerce. Epicor's manufacturing solutions seamlessly manage the complex

requirements of today's manufacturer whether you operate in a make-to-stock, repetitive, or make/build/configure-to-order environment. Epicor provides the versatility to also support lean, flow or even mixed mode environments.

**Distribution**—Epicor distribution solutions are designed to provide complete visibility across a complex supply chain, provide faster access to the information you need, accelerate the order-to-delivery cycle, increase inventory turns, improve customer service and drive profitability. The extended value chain is supported by comprehensive supply chain management (SCM) capabilities for order entry, purchasing and inventory, plus advanced supply chain execution (SCE) capabilities such as warehouse management. The extended value chain includes both customer and supplier relationship management (CRM/SRM). Integrated performance reporting and analytics are supported through operational business intelligence and the robust, global financials capability provides full visibility and regulatory reporting.

**Retail**—Driving sales, managing store operations, enhancing customer service and driving a multi-channel enterprise to new levels of profitability are the keys to a successful, expanding retail operation. Epicor's retail solutions provide retailers with the real-time tools they need to achieve success. Our retail solutions include point-of-sale (POS), enterprise selling, CRM and merchandising, as well as back office/corporate systems for security, loss prevention, e-commerce, sales audit and general accounting. Retail analytics and robust, highly secure connectivity solutions provide secure links between stores and corporate operations for a complete, real-time view of operations from a ten store regional franchise to a thousand store global specialty retailer.

**Hospitality**—Few industries are more competitive than hospitality. Hotels, restaurants, sports teams and recreation companies are continually looking at ways to attract customers, build loyalty and refine operations to drive growth and improve

profitability. Epicor's hospitality solutions provide a comprehensive suite of applications and tools including complete property management (PMS) and POS, cash and sales reconciliation, and supply chain management, along with integrated back office capabilities for financials, analytics and business intelligence.

**Services**—In a fast-paced world where quality, responsiveness, accuracy and loyalty are often the difference between success or failure, the opportunities and challenges for service sector companies have never been greater. From financial and professional services organizations to advertising, entertainment and nonprofit organizations, Epicor service solutions provide a foundation to drive even greater success. With bid management, project accounting, engagement delivery, time, expense and resource management applications, you have not only a complete view of project and resource utilization, but the tools to streamline all aspects of your services organization.

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# Rapid, Cost-Effective Implementation

Like any precision tool, even the best software application will not deliver the expected results without proper training and implementation. But that's not a concern when you work with Epicor. Drawing from our extensive expertise, we've developed a highly structured implementation methodology unique to Epicor.

Proven over thousands of projects involving hundreds of consultants, our methodology allows us to consistently deliver efficient, well-managed implementations for clients worldwide. Strategy/planning, analysis/design, training/pilot, data conversion and cut-over are handled systematically and in detail with regular phase reviews and quality assurance checks to ensure a smooth implementation.

A solution can be implemented within a few weeks or months using our methodology. With our experience, tools and structured process, Epicor implementations are among the most cost-effective in the industry. For most companies, it typically costs less to implement an Epicor solution than it does to license it.



# Global Services and Support

Headquartered in Irvine, California, Epicor spans the globe, with more than 2,000 dedicated professionals in offices across the Americas, Europe, Asia and Australia. With a unified global services/support infrastructure operating 24x7, our award-winning service and support organization supports more than 20,000 customers in over 140 countries. Epicor has major support centers in each of our key operating regions. Together with our software development centers in the United States, Mexico and Russia, Epicor ensures that our customers receive only the highest quality products and service on a worldwide basis.

Epicor customers benefit from the latest innovations in enterprise software solutions via our alliances with industry-leading platform/hardware technology companies such as Microsoft, IBM, Hewlett-Packard and Progress Software. Working closely with our technology solution partners, Epicor provides customers with unparalleled end-to-end solutions that help them achieve new levels of success.



# Squarely Focused on You, the Customer

Epicor's philosophy centers around one key point: Place the customer at the center of everything we do. Our focus is on our customers so that we can work closely with them to build a successful foundation for their future growth and profitability. It's our company mantra in action — **Think Ahead. Stay Ahead.**

For more than 20 years, we have been committed to providing world-class, single-vendor enterprise software solutions. Our 20,000-plus customers and industry leading customer retention rates consistently demonstrate our achievement. Whether your business is in manufacturing, distribution, retail, hospitality or services — Epicor has the end-to-end, industry-specific solutions and domain expertise you need — whether you operate as a local, regional or global organization.

As an Epicor customer, you can expect not only the most innovative enterprise solutions, but a matching level of service. From our unparalleled Professional Services, to our 24x7 Global Support team, we have the products and resources you need. We never forget it's our responsibility to help assist you in maximizing the value of your Epicor solution as you work to build competitive advantage, increase profitability and achieve market leadership. Our success is directly tied to yours.

Want to learn more about the difference Epicor can make for your company? Please visit our Web site at [www.epicor.com](http://www.epicor.com) or call your local Epicor office.

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

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