

FOR IMMEDIATE RELEASE

### **Epicor Eagle Earns Prestigious Service Capability and Performance Standards Certification**

***Business Management Solution Support Team Recognized for Delivering Top Quality Service and Support***

AUSTIN, Texas, January 27, 2015 -- Epicor Software Corporation, a global leader in [business software solutions](#) for manufacturing, distribution, retail and services organizations, today announced it has achieved certification from the prestigious [Service Strategies Corporation](#) Service Capability & Performance (SCP) Standards. Epicor achieved certification after an extensive audit of the [Epicor Eagle](#) business management solution, in addition to its service and support team.

“The SCP Standards represent the benchmark of service excellence and are used by leading technology companies around the world,” said Greg Coleman, vice president of strategic programs for Service Strategies. “Epicor can be proud to be placed among industry leading service providers through their attainment of certification under the SCP Standards.”

The SCP Standards quantify the effectiveness of customer service and support operations based upon a stringent set of performance factors that represent best practices in the industry. In addition, they are designed to improve the quality and effectiveness of technology service operations. Service Strategies and a consortium of leading technology companies created the internationally recognized standards, which define best practices for delivering world-class technology service and support, quantify performance levels and establish a framework for continuous improvement. Certified companies must continue to demonstrate their performance and commitment to excellence through annual certification audits.

Epicor joins the ranks of leading technology companies certified under the SCP Standards. Currently, over two hundred service organizations around the world are using the SCP Standards to improve their business operations. These companies include industry leaders such as Advent Software, LGM Financial Services, McKesson Corporation, Invensys, FUJIFILM Medical Systems, Halliburton Landmark, Teradata, Alstom Grid and many others.

“The SCP Certification is necessary to provide excellent support and overall experience to our customers,” said Mark Fair, vice president of customer services for Epicor. “After completing the stringent requirements and comprehensive audits to meet SCP Standards, we are pleased to say that our Epicor Eagle service and support team is stronger than ever. This achievement is another testament to our commitment to customer satisfaction and service excellence.”

### **About Service Strategies Corporation**

San Diego, CA based Service Strategies advances service excellence by providing training, consulting, certification and industry standards programs that ensure delivery of world-class customer service and support. Thousands of service professionals around the world have enhanced their skills through participation in the company's training and certification courses. In addition, the world's leading service providers have adopted Service Strategies' Service Capability & Performance (SCP) Standards as their roadmap to service excellence and benchmark measure of success. For more information, visit [www.servicestrategies.com](http://www.servicestrategies.com), call 858.674.4864 or email [info@servicestrategies.com](mailto:info@servicestrategies.com).

### **About Epicor Software Corporation**

Epicor Software Corporation is a global leader delivering inspired business software solutions to the manufacturing, distribution, retail and services industries. With over 40 years of experience serving small, midmarket and larger enterprises, Epicor has more than 20,000 customers in over 150 countries. Epicor enterprise resource planning (ERP), retail management software, 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 provides the single point of accountability that local, regional and global businesses demand. The Company's headquarters are located in Austin, Texas, with offices and affiliates worldwide. For more information, visit [www.epicor.com](http://www.epicor.com).

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