

FOR IMMEDIATE RELEASE

## **Epicor Introduces Epicor Eagle N Series**

***Company Redesigns its Popular Retail Business Management Software;  
Makes its Unrivalled Functionality More Accessible and Easy-to-Use***

**AUSTIN, Texas, August 5, 2014** -- Epicor Software Corporation, a global leader in [business software solutions](#) for manufacturing, distribution, retail and services organizations, today unveiled [Epicor® Eagle N Series™](#), its next-generation retail management software for independent retail businesses. The release extends Epicor Eagle by marrying the platform's rich feature set and advanced business intelligence tools with a completely redesigned and simplified user interface.

Epicor Eagle N Series is designed to give independent retailers the advanced technology used by big box retailers at an affordable price point. It allows independent retailers to make the most of their biggest competitive asset – exceptional customer service. The new software gives independent retailers a comprehensive set of business management tools aimed at creating a seamless, customer-centric shopping experience. It also offers embedded business intelligence, simplified workflows, an integrated support bar with context sensitive access to online training, customer support and online user community, and an updated user interface.

For years, independent retailers have relied on their intimate shopping experience and reputation for exceptional service to compete against their big box counterparts. However, with recent advancements in handheld devices, analytics tools, point of sale and payment systems, big box retailers are closing the customer service gap. To compete in today's hyper-competitive retail environment, independent retailers need to level the technology playing field by embracing the latest retail systems.

Epicor Eagle N Series is a significant update to the proven Epicor Eagle platform. Built upon decades of industry experience and customer input, Epicor Eagle is used by many of the top retailers in the farm-home, hardware & home center, lumber & building materials, lawn & garden, paint & decorating, pharmacies & drug stores and sporting goods markets. Retailers in over 8,000 locations use Epicor Eagle software to manage customer order and point of sale operations, tighten inventory controls, streamline vendor procurement and manage their day-to-day business operations. Epicor Eagle is distinguished for its suite of advanced analytics and reporting tools—giving retailers deep insight into customer behavior and key business operations.

“Eagle N Series makes Epicor's renowned retail feature set easier to use and puts analytics and access to support at users' fingertips,” said Craig McCollum, executive vice president and general

manager, retail distribution solutions for Epicor. “This new software strikes a perfect balance of advanced functionality and ease-of-use to give independent retailers the tools they need to outservice their competition.”

### **Powerful Business Intelligence Tools Are Just One Click Away**

Information is the key to exemplary customer service. In order to provide world-class customer service, a retailer must have detailed product, pricing, sales, inventory and customer information. Accurate customer information allows retailers to create targeted offers and helps customers identify more items related to the ones they are already buying. Having a good understanding of product, pricing, sales and inventory information will help retailers stock their shelves with the items that are most likely to sell, in the right quantities, and at the right price.

Epicor Eagle N Series takes these critical business intelligence functions and blends them into a manager’s natural workflow as real-time, in-context embedded applications. Now, if a particular sale or event sparks a question, store managers can quickly launch the analytics tool and get the information they need to make decisions and solve problems quickly.

“As an independent retail business, understanding our customers is critical,” said Kyle Little, eCommerce and IT manager for Little Hardware. “Epicor Eagle N Series helps us take customer information to the next level—putting us closer to our analytical data by enhancing the applications that we use daily with new insights on customer purchasing behavior. With analytics embedded within the solution and readily available at our fingertips, it’s easier to see our customers’ shopping habits, behaviors and buying patterns. A combination of understanding customer information and business analytics creates the ultimate consumer experience, and ultimately a better retail business.”

“Many retail software providers suggest that they have ‘robust inventory management,’ but all they really have is a simple replenishment tool that doesn’t vary inventory depending on regular spikes in demand,” continued McCollum. “Epicor offers a suite of best-in-class analytics tools that optimize stock levels based on forecasting, demand, and sales history. In retail, there is no such thing as a crystal ball, but Epicor Eagle N Series is close to one.”

### **Support Resources All in One Place**

In order to be successful, today’s retailers must provide fast, effective customer service, and, when they run into problems, they must receive fast, effective customer service. To that end, Epicor provides Epicor Eagle N Series customers with a fully integrated Support Bar that delivers quick answers via Online Help, Training on Demand, Advice Line Chat and Eagle Community Assistance. The Epicor Training on Demand solution offers online, personalized training that allows retailers to easily manage and deliver the performance enhancing education that every employee needs. The Advice Line Chat feature gives employees a quick, direct connection to Epicor’s support team members, and is perfect for quick questions or requests. The Eagle Community is a moderated forum for Epicor Eagle customers to share ideas and best practices.

### **Simplicity and Accessibility Throughout**

Built on Microsoft .NET technology architecture, Epicor Eagle N Series is easy to install, maintain and extend. This architecture allows Epicor Eagle N Series to quickly evolve as retail needs change and enables fast integration with popular third-party solutions.

Epicor Eagle N Series is immediately available in the United States and Canada. Epicor customers contact your account representative for more information, all others please call 888-463-4700 or email [eagle@epicor.com](mailto:eagle@epicor.com) for more information on Epicor Eagle N Series.

### **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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