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Epicor Launches Training on Demand Solution for Epicor BisTrack Users in North America

Web-Based, On Demand Training Tool Now Available to Help North American LBM Businesses Improve Processes and Drive Outstanding Customer Service

Epicor Software Corporation, a global provider of [industry-specific enterprise software](#) to promote business growth, today announced the availability of the [Epicor Training on Demand](#) solution for users of [Epicor BisTrack™](#) software in North America.

According to a Bersin & Associates study, companies that train their employees are 58 percent more successful at developing the skills needed for meeting future customer demand¹. Epicor Training on Demand for BisTrack software offers the right level of training and content to help manage employee growth and advance skills applicable to each business—while helping them learn industry best practices and promoting professional growth.

Through the use of web-based, on demand modules, Epicor Training on Demand provides a robust catalog of Epicor BisTrack software training courses, delivering application-specific education to lumber and building materials (LBM) dealers and their employees. The training modules are created to provide role-based training and address the specific needs of each person or role in a business.

Additionally, a subscription to the Epicor Learning Center, the Epicor Learning Management System (LMS), offers BisTrack software customers not only access to all Epicor Training on Demand content, but also the ability to assign, track, and customize individual or role-based training programs for their employees—learning comprehension can then be measured through the use of tests and agendas, creating transcripts for all employees along the way.

“As a user of the BisTrack solution, we have been looking forward to introducing the Training on Demand tool to our entire business,” said Jack Parquette, vice president of [Dartmouth Building Supply](#). “It will offer an improved and cost-effective model for pre- and post-implementation training.



“We are excited to now offer the Training on Demand solution to North American users of BisTrack software. Created with a demanding business in mind, each training module or course ranges from a short 6-12 minutes -- allowing your staff to get the right information quickly.”

Monica Green
Senior Manager, Content Management
Epicor Software

¹ Bersin & Associates. “High-Impact Learning Culture: The 40 Best Practices for Creating an Empowered Enterprise.” <http://www.bersin.com/Store/Details.aspx?id=12171>

Having this resource will be extremely useful for business refreshers, teaching best practices, training new employees, and for anyone that needs to learn new skills for a new job within the company.”

Through the Epicor Training on Demand tool, BisTrack software users can access a wide range of interactive training modules applicable to their business. Training topics include, but are not limited to:

- BisTrack Navigation
- Special Order Items Overview
- Maintaining Customer Accounts
- Using Purchase Orders
- Generating Accounts Receivable Statements

“Reports show that businesses who train their employees are far more likely to succeed in developing the skills needed to meet future customer demands,” said Monica Green, senior manager, content management, Epicor Software. “We are excited to now offer the Training on Demand solution to North American users of BisTrack software. Created with a demanding business in mind, each training module or course ranges from a short 6-12 minutes—allowing your staff to get the right information quickly, and apply it with limited time disruption—helping your business grow, faster.”

About Epicor Training on Demand

Epicor Training on Demand is a complete catalog of software-specific modules that deliver application-specific education to businesses. The purpose of this content is to provide users the information they need quickly, allowing them to function in their role effectively, with minimal time disruption. For more information about Epicor Training on Demand, please contact info@epicor.com.

About the Epicor Learning Center

The Epicor Learning Center is a web-based Learning Management System (LMS) that allows users to assign, track, and measure employee training performance and progress. By subscribing to the Epicor Learning Center, and with the use of Epicor Training on Demand content, users can utilize the pre-built, role-based agendas, complete with modules and tests, as well as measure employee comprehension with the development of learning transcripts. For more information about the Epicor Learning Center, please contact info@epicor.com.

About Epicor BisTrack

Epicor BisTrack is designed to help dealers and distributors of lumber, building materials and construction supplies better manage all aspects of their businesses, optimize operations, propel opportunities, and enable employee mobility. The software creates efficiencies in workflow by improving the flow of information from the supplier to the customer, and offers powerful and flexible business intelligence tools for better forecasting and decision-making. Visit the Epicor BisTrack [solution hub](#) to learn more.

About Epicor Software Corporation

Epicor Software Corporation drives business growth. We provide flexible, industry-specific software designed around the needs of our manufacturing, distribution, retail, and service industry customers.

More than 40 years of experience with our customers' unique business processes and operational requirements are built into every solution—in the cloud or on premises. With this deep understanding of your industry, Epicor solutions manage complexity, increase efficiency, and free up resources so you can focus on growth. For more information, [connect with Epicor](#) or visit www.epicor.com.

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