



Partners for Growth Program



Accelerate Growth through Partnership

Great partnerships are founded on common goals, shared commitments and mutual rewards.

Epicor's goal is to build a strong collaborative relationship that offers you significant opportunities to grow your business. Epicor works with hundreds of highly qualified partners to deliver unequalled value to customers around the world. As an Epicor Authorized Partner, you'll receive solid benefits in the form of marketing, sales, technical services, training, implementation and support.

As a leader in enterprise software for more than twenty years, Epicor Software Corporation is uniquely positioned to provide you with the global solutions and services that can help you achieve even greater levels of performance. Serving more than 20,000 customers in over 140 countries, in more than thirty languages, Epicor is dedicated to providing enterprises with flexible, cost-effective, standardized business solutions that can be supported on a worldwide basis.

Our global partner sales and support network is positioned to be where your customers are to support your needs now and in the future. Our solutions are designed to deliver a rapid return on your customers' technology investments while maintaining one of the lowest total costs of ownership in the industry. Epicor's industry leading solutions as well as support and implementation capabilities are unmatched. When combined with a comprehensive partner program to support your needs for selling and servicing your customers, you have a winning combination.

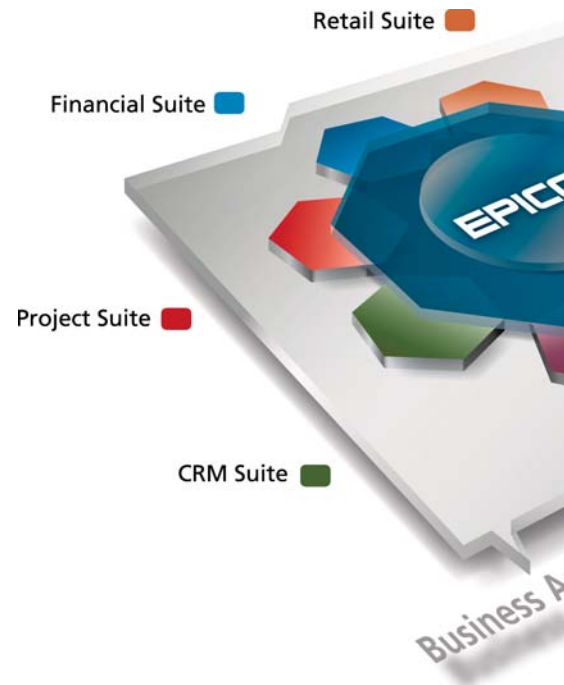
Gain a competitive edge on your competition with Epicor's comprehensive Partners for Growth Program.

- Win more business by offering an end-to-end suite of integrated enterprise software solutions designed for specific industries.
- Increase profitability by winning enterprise-wide projects with margins designed to increase the bottom line.
- Improve professional services revenue utilizing Epicor's proven Signature Implementation Methodology and customization tools.
- Receive expert assistance and lead generation through direct access to field resources from the Epicor sales, consulting, marketing and support organizations.
- Acquire ongoing consulting revenue from significant add-on sales and product upgrades.

Epicor is positioned for continued growth. Join us and take advantage of the capabilities and keys to success that we offer—the right solutions, advanced technology, market focus, and a global footprint.

// We surveyed more than 1,680 companies of all sizes to benchmark ERP in Manufacturing. We then analyzed responses from 645 participating companies with annual revenues between \$50 million and \$1 billion in our 'Total Cost of ERP Ownership Mid-size Companies' report, where Epicor demonstrated the lowest average total cost per user when looking at the combined cost of software, services and maintenance costs in mid-size companies. The survey also revealed Epicor customers use almost 10% more of the functionality of software modules implemented, in comparison to other mid-size companies using competitive solutions."

CINDY JUTRAS, VICE PRESIDENT AND GROUP DIRECTOR
ABERDEEN GROUP



Solution and Technology Excellence

Whether a company is looking for a complete end-to-end enterprise software solution or a specific application such as customer relationship management, supply chain, or financial accounting, Epicor Software Corporation can deliver it. Epicor leverages ground-breaking technologies like Web services in developing industry-specific solutions for manufacturing, distribution, service, retail, hospitality and more, that enable companies to immediately drive efficiency throughout business operations and build competitive advantage.

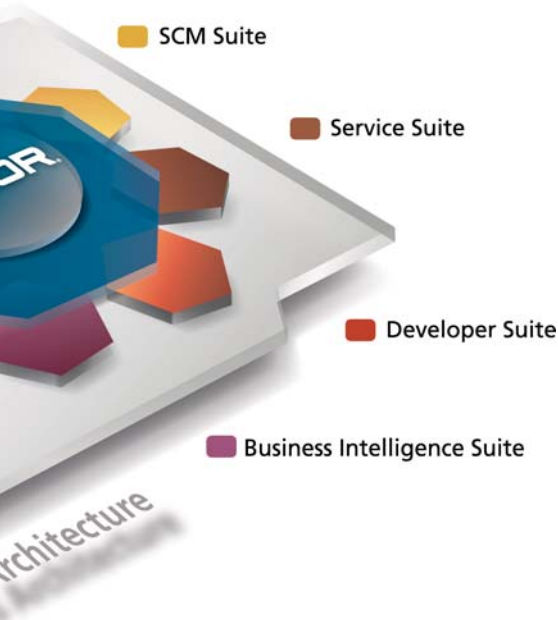
With the scalability and flexibility to support long-term growth, Epicor's solutions are designed for rapid return on investment, low total cost of ownership, smooth integration and ease of use. A recognized leader dedicated to providing innovative enterprise software solutions to midmarket companies around the world, thousands of companies and partners have put their trust in Epicor to deliver the solutions that answer their business challenges today and empower them for greater success tomorrow.

Award-Winning Technology

Epicor is a recognized leader in leveraging Microsoft technologies to build world-class enterprise and e-business applications and is at the forefront of Microsoft's .NET platform adoption. Epicor provides robust, scalable and distributable Web-based applications, offering customers rapid implementation and low cost of ownership for their mission-critical business systems.

Epicor's focus on standards like XML and .NET will ensure continued success and competitive advantage for our customers and partners.





Industry Specific Solutions

An Easy Approach to Business Solutions

How does your company achieve maximum success? By totally focusing on your mission and customers, and eliminating unnecessary complexities. The last thing you want to do is rely on an enterprise business system compiled from various vendors and bolted together after-the-fact.

With Epicor, though, that's not the case. When you partner with us, you're dealing with a world-class, single-source enterprise solution provider serving more than 20,000 companies worldwide. We offer the end-to-end, industry-specific solutions and domain expertise you need for your particular market:

- **Manufacturing** — Regardless of what you manufacture, Epicor provides a solution that enables the manufacturing process, from planning and procurement to job costing, scheduling, production, financials and more. Our solution goes beyond traditional ERP, encompassing customer relationship management (CRM), business intelligence and e-commerce. Most important, Epicor manufacturing solutions seamlessly manage complex requirements such as configure-to-order plus repetitive requirements such as make-to-stock, offering versatility that supports a truly mixed-mode manufacturing environment.
- **Distribution** — Epicor distribution solutions accelerate the order-to-delivery cycle, provide faster access to the data you need to increase inventory turns, and improve customer service and profitability. Solution components include comprehensive supply chain management facilities for order entry, purchasing and inventory, plus advanced supply chain execution capabilities such as warehouse management. The extended value chain is supported by both customer and supplier relationship management, with robust financials and operational business intelligence providing additional value.
- **Retail** — Driving sales, enhancing customer service and pushing a multi-channel enterprise to new levels of profitability are the keys to running a thriving retail operation. Epicor retail solutions provide retailers the real-time tools they need to achieve success. These tools include POS, sales floor and back office systems, plus connectivity systems that link multiple stores to corporate applications and one another.
- **Hospitality** — Few industries are more competitive than hospitality. Epicor hospitality solutions provide the tools you require to refine operations, manage growth and improve profitability. Components include comprehensive POS and PMS, cash and sales reconciliation, supply chain management, back office, financials, and business intelligence.
- **Services** — In a fast-paced world dominated by services, opportunities and challenges for the service sector have never been greater. Whether you're in financial or professional services, or in a nonprofit organization, Epicor services solutions help you build toward even greater success. From bid management to project accounting, engagement delivery to resource management, our solutions streamline all aspects of your service organization.



Partner Benefits

Partnering with Epicor means entering a mutually beneficial agreement to actively cultivate the market for Epicor solutions and work to implement those solutions quickly, and cost effectively. Epicor looks for partners that are leaders in their field and has built a program to offer substantial benefits and services.

New Partner Welcome Kit

After receiving approval status, new partners are awarded the new partner welcome kit to jumpstart their relationship with Epicor. The Welcome Kit includes all the tools necessary to sell, market, and implement Epicor products.

- Software - A complete working, not for resale, copy of the Epicor Products you are authorized to sell for demonstration, training and testing purposes. Includes a 10-user license for your in-house use.
- A sales demo image that are pre-configured to allow partners to easily demo the suite of products, complete with highlights, report samples and additional information.
- Product literature kit with an array of professionally developed collateral pieces.
- Complete customer training manual and documentation for reference and internal staff training
- New Partner Start-Up Pack with Roadmap

Partner Classifications

The Partners for Growth program defines partner classifications to match your business needs model.

Value-added Reselling Partners

Value-added Reselling Partners provide sales, implementation, support, marketing, training and customization services of the Epicor solutions and technology set. Reselling partners also acquire ongoing revenue from significant add-on sales and additional implementations.

Authorized Consulting Partners

Authorized Consulting Partners offer implementation and professional consulting services and work directly with Epicor sales, value-added reselling partners and customers. Authorized Consulting Partners provide expertise in Epicor product functionality and technology, contributing to higher levels of customer satisfaction. Authorized Consulting Partners are eligible to participate in our Referral Partner programs.

Referral Partner

Referral Partners work with the Epicor sales force and help us to qualify and win business by referring potential customers. Referral Partner's do not sell or consult on our applications, but simply introduce Epicor to sales opportunities and assist in influencing the sale as required.

Epicor Solutions for Your Use

As part of our commitment to provide you with the best tools to manage and successfully grow your business, Epicor provides you with its award-winning solution for you to manage your own business. It's an integrated front and back office system for up to 10 concurrent users. Certain third-party applications are excluded from this offer.

Marketing and Support Assistance

We are dedicated to working with our partners to grow their businesses. Epicor develops a wide-variety of marketing programs and tools that will assist you with your lead generation efforts. You can invite prospects to participate in Epicor's marketing programs or you may elect to use your marketing development funds to develop programs uniquely for you.

Global Support Infrastructure

Epicor is also equipped with global support infrastructure to handle issues quickly and efficiently. Today, we support customers in more than 140 countries. To do this effectively, we have a global infrastructure that incorporates support centers located in every major operating region—the Americas, EMEA (Europe, Middle East and Africa), and Asia Pacific. Support is available through the application itself, on EPICweb, over the phone, via fax, or on CD.

Education and Training

Maintaining world-class customer service and support is a top priority. As such, Epicor Authorized Partners are required to participate in a formal sales certification process which involves a two-day training and mentorship. The product education is wide-ranging with required curriculum and multi-day workshops. And, when it comes time for implementation, Epicor has a required certification process and initial Epicor guided implementation procedures that follow a methodology which demonstrates the architecture, technology and personnel requirements for consistent success.

Key to training and education is the EPICweb Partner site, a secure portal dedicated to helping you cultivate your business and deliver excellence. Based on Microsoft® SharePoint™ technology, this new partner portal is efficient and easy to use, providing a direct link between Epicor and our partners. EPICweb offers a patch and upgrade management system as well as access to the latest sales, marketing and eLearning tools. Find partner "need to know" information at a glance.

Award Winning Partner Program



Epicor was certified as a Gold 5-Star Overall Winner in the VARBusiness 2008 Partner Program Guide (PPG), which acknowledges the commitment

and strength of a vendor's partner programs for its Channel resellers. In addition to earning the Gold 5-Star award for its overall program, Epicor was one of the coveted few programs to win Silver 5-Star awards in all six of the categories against which programs are reviewed and measured. The six categories are: sales support, marketing support, partner profitability, channel operations, partner recruitment and communications

Epicor's Partner for Growth Program also includes comprehensive certification programs on sales and implementation.

Structure and Guidelines

Epicor's objective is to build a strong business relationship with the partner community and facilitate cooperation and collaboration amongst partners. As such, Epicor has requirements in regards to the lead registration process, communication flow between partner and Epicor direct customers, minimum sales requirements, and a general partner agreement.

Join Epicor Today and Accelerate Your Growth

With the right solutions, advanced technology, a clear market strategy and a global footprint, Epicor is well positioned for continued growth.

To be part of this growth and success:

Call: (952) 417-5307

E-mail: partnerinfo@epicor.com

To complete a preliminary application for Epicor's Partners for Growth program visit:

<http://www.epicor.com/partners>

Take advantage of Epicor's solutions and our winning business proposition for partners.



Contact Info:

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<http://www.epicor.com/partners>

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