

# Epicor Partner Network

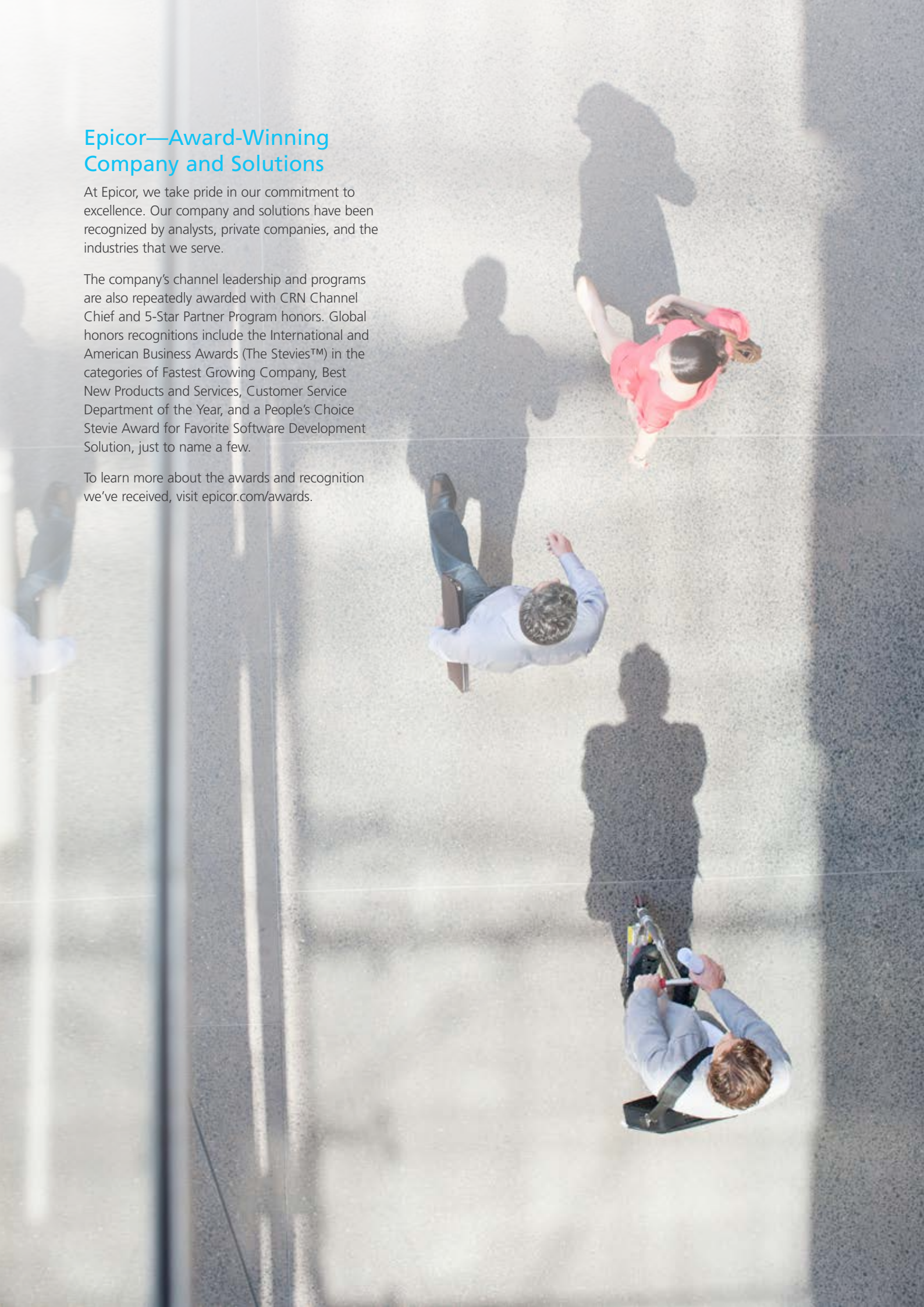


## Epicor—Award-Winning Company and Solutions

At Epicor, we take pride in our commitment to excellence. Our company and solutions have been recognized by analysts, private companies, and the industries that we serve.

The company's channel leadership and programs are also repeatedly awarded with CRN Channel Chief and 5-Star Partner Program honors. Global honors recognitions include the International and American Business Awards (The Stevies™) in the categories of Fastest Growing Company, Best New Products and Services, Customer Service Department of the Year, and a People's Choice Stevie Award for Favorite Software Development Solution, just to name a few.

To learn more about the awards and recognition we've received, visit [epicor.com/awards](http://epicor.com/awards).



## Epicor Partner Network

# Connect to Success Through the Epicor Partner Network

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

At Epicor, our 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 a member of the Epicor Partner Network, you'll receive solid benefits in the form of marketing, sales, technical services, training, implementation, and support.

As a recognized visionary in enterprise software for more than 45 years, Epicor is uniquely positioned to provide you with the global solutions and services that can help you achieve even greater levels of performance. Thousands of customers in more than 150 countries rely on Epicor to help them meet business challenges today, and empower them for even greater success tomorrow.

Our global partner sales and support network is positioned for growth both 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 industry-leading solutions—as well as support and implementation capabilities—are unmatched. When combined with a comprehensive partner network to support your needs for selling and servicing your customers, you have a winning combination.

## Industry-specific solutions

To achieve maximum success, companies must totally focus on their mission and customers and eliminate 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, 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 customers worldwide. We offer the end-to-end, industry-specific solutions and geographical expertise you need for your particular market.



### Manufacturing

Epicor provides enterprise resource planning (ERP) software solutions to maximize efficiencies within the four walls of each manufacturing plant—all while providing innovative technology to drive efficiencies across the globally extended enterprise. The Epicor comprehensive solution portfolio enables manufacturers to plan, schedule, execute, and monitor the entire business—from raw materials, to final product, to pick, pack, and ship. With a full range of functionality, Epicor provides manufacturers with flexibility and agility and helps deliver a competitive edge.



### Distribution

Epicor delivers end-to-end solutions with the right tools to efficiently forecast, assemble, and deliver the goods that customers want—when they want them. With solutions conceived specifically for distributors, Epicor offers a full range of purchasing and inventory management, sales and order management, and warehousing capabilities. Epicor distribution solutions are complemented by a full suite of enterprise capabilities to drive efficiency and growth.



### Retail

More than 5,000 of the world's leading retailers use award-winning Epicor retail software to become more profitable and competitive. Because of the complex and shifting demands of the B2C environment, we've created solutions that give retailers the agility to meet the evolving merchandise and service expectations of today's connected, cross-channel shoppers. Epicor designs comprehensive retail software solutions for regional chains and multichannel global brands—allowing our customers to deliver outstanding retail experiences that inspire customer loyalty.



### Services

With innovative solutions available for specific service and hospitality industries—including hotels and casinos, senior living, financial services, professional services, non-profits, government, and education—Epicor has engineered the foundation to drive profitability and compliance within service organizations. With bid management, project accounting, engagement delivery, resource management, and time and expense, Epicor offers a complete view of project and resource utilization and the tools to streamline all aspects of a service enterprise. Epicor provides a complete software solution that connects people, processes, and applications for increased business agility.

## Comprehensive, end-to-end solutions

# Epicor ERP



## Solution and technology excellence

Whether your company is looking for a complete end-to-end enterprise software solution or a specific application—such as customer relationship management (CRM), supply chain management, or financial accounting—Epicor Software Corporation can deliver. We leverage ground-breaking technologies like web services in developing industry-specific solutions for manufacturing, distribution, retail, and services organizations that enable companies to immediately drive efficiency throughout business operations and build a competitive advantage.

With the scalability and flexibility to support long-term growth, Epicor solutions are designed for smooth integration and ease of use. A recognized leader dedicated to providing innovative enterprise software systems to midsize companies around the world, thousands of businesses and partners have put their trust in Epicor to deliver the solutions that answer their challenges today and empower them for greater success tomorrow.

Epicor is a recognized leader in leveraging Microsoft® technologies to build world-class enterprise 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 most important business systems. Our focus on standards like XML and .NET will ensure continued success and competitive advantage for our customers and partners.

## 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 support. Epicor partners are an extension of our direct employees and work closely with every department within Epicor.

## Categories and tools to support you

### Partner classifications

The Epicor Partner Network program is structured into three partner categories based on the sales and services our Partners provide. These partner categories are Reseller Partner, Services Partner, and Consulting Referral Partner.

### Reseller Partner

A Reseller Partner offers full sales and services capabilities and assumes primary customer responsibility. These partners provide marketing, lead generation, sales, implementation, customization, support, and training to prospects and customers. Reseller Partners are expected to be self-sufficient but can leverage Epicor direct resources during the sales process when required. Reseller Partners are eligible for Premium Tier status.

### Services Partner

Services Partners provide Epicor application consulting and implementation services to customers. They may provide services directly or as subcontractors to Epicor Professional Services. They may work in conjunction with the Epicor direct sales team in specific opportunities as requested, but they do not receive customer ownership. This partner category is not eligible for the Premium Tier status.

### Consulting Referral Partner

Consulting Referral Partners are primarily a marketing-based relationship—allowing partners to leverage Epicor resellers or direct sales teams to pursue opportunities that they have identified. Consulting Referral Partners enjoy the benefit of being a registered member of the Epicor business ecosystem and earn referral commission, but they are not authorized to sell, implement, train, or support the Epicor family of products. This partnership does not receive customer ownership and is not eligible for the Premium Tier status.

### Premium Tier status

Premium Tier status rewards top performing Reseller Partners each year with special benefits and incentives. Premium status is awarded based on sales.

Reseller Partners are eligible for the Premium Tier status—Platinum and Gold—based on their sales achievement. All new and authorized partners will receive the Silver Tier and corresponding logo. Partners who achieve a Premium status of either Gold or Platinum will receive the Gold and Platinum logos, respectively.

### EpicWeb partner portal

The Epicor partner portal—based on Microsoft® SharePoint® technology—is an extensive resource full of critical information to help Reseller and—on a limited basis—Services Partners to grow their businesses. The EpicWeb portal is updated daily by Epicor and offers partner training, marketing resources, customer information, lead reporting, and forums to our partner community.

### 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 Reseller Partners with our award-winning solutions to manage their businesses. This integrated front- and back-office system allows for up to 20 concurrent users. Certain third-party applications are excluded from this offer.

### Marketing and support assistance

Epicor has many available marketing programs to enable our partners to generate leads and interest through cobranded material and marketing efforts. This includes a channel-focused marketing automation solution that also allows you to drive leads through your website while continually being updated with the latest Epicor content and offers. Epicor also offers marketing strategy assistance and targeted campaign support.

### Global support infrastructure

Epicor is also equipped with a global support infrastructure to handle issues quickly and efficiently. Today, we support customers in more than 150 countries throughout the Americas, EMEA (Europe, Middle East, and Africa), and Asia Pacific markets.

### Education and certification

Maintaining world-class customer service and support is a top priority. As such, Epicor understands the significant investment required to become an Epicor Channel Partner. As recognition of this investment, the return on your investment is achieved through formal and informal best-in-class education programs. Epicor

University delivers extensive education, documentation, certification programs, and resources to enable partners to successfully implement and service our joint customers.

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 wide array of resources that enable partners to choose their individual learning preferences—including self-paced, instructor-led virtual, and classroom education.

Additionally, comprehensive documentation across all audience types and knowledge levels are available within the application and on the secure EpicWeb partner portal. 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 important information at a glance.

### Award-winning partner program

The Epicor Partner Network has received exceptional recognition by leading channel authorities. Epicor was recognized by The Channel Company as one of the top vendors providing the best partnering elements in their channel program and was given a 5-Star rating in its 2017 Partner Program Guide. This annual guide is the definitive listing of technology vendors that service solution providers or provide products through the IT channel.

In addition, Epicor was named to The Channel Company's prestigious Channel Chief list in 2017, making it the fourth consecutive Channel Chief award.

### Award-winning company and solutions

We take pride in the fact that Epicor and our software solutions have been recognized for excellence by analysts, private companies, and the industries that we serve.

To learn more about the awards and recognition we've received, visit [epicor.com/awards](http://epicor.com/awards).

### Structure and guidelines

The objective of the Epicor Partner Network 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 focus on growth

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

To be part of this success, contact one of our regional offices or email [partnerinfo@epicor.com](mailto:partnerinfo@epicor.com).

To complete a preliminary application for the Epicor Partner Network, visit <http://www.epicor.com/partners>

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

## Corporate Highlights

### Founded

- ▶ 1972

### Employees

- ▶ 3,700+

### Global presence

- ▶ More than 20,000 customers in over 150 countries
- ▶ Offices in more than 50 locations around the world
- ▶ Development centers located in six countries
- ▶ Support centers located in every major operating region

---

## About Epicor

Epicor Software Corporation drives business growth. We provide flexible, industry-specific software that is designed around the needs of our manufacturing, distribution, retail, and service industry customers. More than 45 years of experience with our customers' unique business processes and operational requirements is built into every solution—in the cloud or on premises. With a deep understanding of your industry, Epicor solutions spur growth while managing complexity. The result is powerful solutions that free your resources so you can grow your business. For more information, [connect with Epicor](#) or visit [www.epicor.com](http://www.epicor.com).

**EPICOR**<sup>®</sup>

Contact us today  [info@epicor.com](mailto:info@epicor.com)  [www.epicor.com](http://www.epicor.com)

The contents of this document are for informational purposes only and are subject to change without notice. Epicor Software Corporation makes no guarantee, representations, or warranties with regard to the enclosed information and specifically disclaims, to the full extent of the law, any applicable implied warranties, such as fitness for a particular purpose, merchantability, satisfactory quality, or reasonable skill and care. This document and its contents, including the viewpoints, dates, and functional content expressed herein are believed to be accurate as of its date of publication, April 2018. Admission to and participation in the Epicor Partner Network along with the rights and responsibilities of Epicor authorized partners are subject to the terms and conditions of the Epicor Partner Program and documentation. Epicor and the Epicor logo are registered trademarks of Epicor Software Corporation in the United States, certain other countries and/or the EU. Microsoft and SharePoint are trademarks of Microsoft Corporation, registered in the United States and other countries. All other trademarks mentioned are the property of their respective owners. Copyright © 2018 Epicor Software Corporation. All rights reserved.