

Epicor is a Proud New Member of the Australian Steel Association (ASA)



Ian Macdonald,
Manager Solutions
Engineer - ANZ
Interviewed as a new member



Meet The Member is a monthly interview series with the ASA which help members connect and get to know each other a little better. See below Ian's interview.

Q: As one of the ASA's newest members, welcome to the community! Tell us a bit about Epicor.

A: Epicor Software is one of the 'Big Five' global ERP system vendors, but we are different as we don't sell generic ERP systems to everyone, and specialize in the manufacturing, distribution and aged care industries. We are proud to be one of the world's leading ERP providers, whilst specializing in the areas we are truly experts in. Essentially, our customers are the companies who make, deliver, and sell the things we all need. Many companies who are household names run their businesses with our software and have done so for years. In fact, our customers tend to be very 'sticky' and stay with us for the long term, as our customer satisfaction rates are consistently around 95%. Our software solution sets are carefully curated to fit the needs of the different specialized industries that we focus on. We do this mostly by continuously developing and evolving our own core system's functionality, adding features to our core toolset to support the needs of industry evolving. We then take full responsibility for integration, implementation, and support of these products, so our customers only need to work with us.

Q: How do you see Epicor adding value to the member community?

A: Our team members come from the industries we serve. In fact, this is an Epicor hiring policy throughout the world. We know your business because we've worked in very similar ones ourselves. I am an Industrial Engineer myself, and have worked in various manufacturing jobs as a production engineer and quality manager at sheet metal, cable and defense manufacturing companies. Our consulting team are just as experienced. When we work with our customers on site, to help resolve their issues and implement our solutions, we do it with expertise by the knowledge gained from working with similar customers over the years. As our member base grows and face-to-face events prove tricky, we're taking networking online.

Another area is our specialized functionality for the steel industry, such as our recently released functionality around Advanced Unit of Measure. This allows people to better manage odd lengths and sizes of products (sheet and bar sizes, finishing attributes, etc.) right throughout the core system using attributes, so they don't need to create many different item codes (SKUs) to manage all the offcuts and unique sized items everyone must deal with.

Q: The pandemic has required many businesses to pivot and adapt. What positive changes has your business experienced as a result of this new environment?

A: Whilst we love travelling to visit our customers and prospects in industry, and will do this again as soon as we can, not being able to travel has given us the time to speak to more businesses than we would have previously found possible. It has also allowed more of our team to get involved in each interaction because of the digital settings allowing exposure to a wider range of industries and organizations with more working time during the day. Collaboration with global colleagues has also become easy because they are in the same situation.

Q: What is next for you and your team? Is there anything exciting on the horizon you can share with us?

A: We always have exciting new product functionalities on the horizon, with new features getting added all the time. As software and technology people, we really get excited when we see great new functionality coming. The one we are working on is chiefly for large organizations around multi-site production load levelling and all the associated logistics optimization around make/buy/transfer decisions. We are also further enhancing the Advanced UOM functionality. We are doing this in conjunction with a large UK steel services company to directly meet their needs, and then will add it to our standard toolset. Finally, we have a few very large steel customers we are working with at present on systems to go live shortly.

Q: What's your favorite way to spend a day off, when you're not working?

A: Personally, I am a bit of a home body so I like to spend time on the simple things like walking the dogs, renovating the house, and spending time with family and friends.