

# Epicor Professional Services Remote Implementation Delivery



## Implement Your ERP Remotely

Remote implementation delivery is a process that allows organizations to implement their ERP systems without the need for on-site consultants. This approach offers several benefits, including reduced costs, faster implementation times, and the ability to leverage the expertise of remote consultants. The process typically involves a series of steps, from initial discovery and planning to final deployment and support. Key components include project governance, collaborative implementation, and continuous improvement throughout the project lifecycle.

### Epicor Signature Methodology



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### Project management discipline

Project management discipline is essential for the success of any ERP implementation. It involves a structured approach to planning, executing, and closing projects. Key elements include clear communication, regular reporting, and the use of project management tools. Remote implementation delivery requires a high level of discipline to ensure that all project activities are tracked and managed effectively, even when team members are geographically dispersed.



Sample Project Dashboard

### Online and real time web-based status reporting

All Epicor customers are provided with access to the Epicor collaboration tools, which include the ability to:

- Collaborate on files
- Access to your Epicor configuration
- Track tasks, calendars, and decisions remotely
- Monitor projects status
- Video conference
- Online collaboration throughout your lifecycle as an Epicor customer

### Remote meetings and workshops

The most effective meetings include the opportunity to capture ideas and facilitate creative thinking. Epicor workshops and meetings enable many people to collaborate in a single online Microsoft Teams environment, which includes virtual whiteboards, notes, and more. Our consultants are trained on the best practices of these collaboration tools to run effective remote meetings.



## Stay ahead of the competition

Our industry-leading customers are differentiating themselves from their competitors by optimizing operations through Epicor solutions. Now is the opportunity to utilize available internal resources to increase organizational productivity through:

- Remote access to your ERP environment enables your organization, customers, and suppliers to ensure no interruption to key decision making. The Epicor ECC Express solution can deliver an emergency e-commerce site for B2B customers in under five days.

- Upgrading to the latest version of your Epicor solution allows you to take advantage of new capabilities and features. It is often facilitated by the availability of IT teams and key business process owners to ensure customers are taking the opportunity to implement new capabilities while key manufacturing facilities are paused or operating at a lower capacity.

- Upskilling employees through Epicor University learning tools enables users to achieve your business goals by delivering a multimedia training experience encompassing videos, self-paced hands-on, instructor-led training, or documentation, updated with every release.

## Epicor Signature Methodology

The Epicor Signature Methodology implementation framework has been developed to ensure projects are completed on time and within budget so customers can immediately begin realizing

the business benefits of the functionality and technology Epicor solutions offer.

Whether you are upgrading your Epicor ERP or kicking off a new implementation project, Epicor Signature Methodology supports your implementation. We embrace industry standard collaboration tools to deliver your entire project remotely and mitigate risk early in your project using a combination of video conferencing, screen sharing, and online whiteboarding to drive value. Our online Project Control Center ensures accurate and available information, so you stay in control of deliverables and progress.

## Effective collaboration

Effective collaboration is conducted by:

- Inclusivity-across Epicor we work in many countries with differing social norms
- Preparation
- Effective meeting structure
- Good decision making
- Ideation-everybody works differently and there is no alternative better than drawing and detailing a process. Time is dedicated to remote ideation followed by breaking into smaller groups or pairs with video conference. The team later regroups to talk through ideas collectively.

## Going live

Epicor Signature Methodology best practice focuses on the seamless system transfer of ownership from the project team to end-users, incorporating tools, and processes to validate that all systems are ready.

The Epicor Implementation Team stays focused on supporting you through your first month end to ensure your business is operating as usual. Our consultants are trained to make effective use of online collaboration tools so your go live is seamless and supported.

## Summary

Advancements in collaboration tools, combined with the vast experience Epicor has with successful remote implementations means our customers no longer have to view implementations as having onsite delivery.

Prior to The New Now, Epicor was already providing virtual engagements to customers in remote locations frequently. Epicor also has experience in accommodating customers with multiple sites threomote engagements to control travel costs. Epicor personnel are available in all geographies worldwide to operate in different time zones.

With today's economic situation, employers are finally finding that their staff has capacity to execute on a project such as an ERP implementation. Usually employee capacity is one of the biggest risk factors to a successful implementation. Your best and brightest employees will now have time in their days to shift activities to other employees and give the implementation the dedication and focus that it deserves.

“Being further from a major city, Epicor remote consulting and project management helped us effectively implement and helps us continually improve our business efficiency.”

Krysten Westrum, Corporate IT Manager | TEAM Industries