Epicor® BisTrack™ Global

A cloud-ready business system for the building supply industry
Engage your customers and employees, optimize your operations, and help grow your business

Building material supply businesses are finding ways to stand out from their competition in quality, responsiveness, availability, and pricing. These days, that means finding ways to pivot quickly—to adopt new technologies and business models, adapt to supply chain dynamics, and optimize work environments and practices. As the industry leader, Epicor BisTrack Global business management software, has helped hundreds of business and thousands of locations do just that.

With BisTrack Global software, you can streamline your entire business operation with integrated functionality and real-time visibility that instantly improves employee productivity. BisTrack software also delivers an array of powerful tools designed specifically to find revenue-boosting and cost-saving opportunities.

Epicor BisTrack Global software can help you stand out—and thrive—by enabling your business to:

1. **Navigate the complexities of your business.** Enjoy visibility of everything that matters. With BisTrack Global software, it’s easy to link and share all relevant information—from quote, to order, to shop floor, to picking, to shipping and delivery—from procurement, to receiving, to inventory or special order or back order notifications. At every step, complete information promotes accuracy and efficiency.

2. **Grow omnichannel revenue.** Enact strategies to promote sales at the contractor counter, job site, in-store and online. Identify trends in product segments and customer preferences quickly to identify areas for growth. Diversify by expanding your business model to offer installed sales, component manufacturing and offsite construction.

3. **Boost efficiency and profits.** Understand the true costs of serving your customer base to identify your most and least profitable customers. Track margins in real-time by product, by customer, by job and line item. Increase transaction efficiency of new buying groups with EDI and integrated rebate management. Deliver alerts for conditions and errors to address quickly.

4. **Outperform by adapting to change.** React quickly in an ever-changing business environment. Manage pricing to adapt to competitive or supply chain pressures. Epicor BisTrack Global software can provide the real-time, actionable insights to speed and improve decision-making. From selecting the right products to sell through each channel, to optimizing processes and improving employee productivity, to eliminating the waste and errors that erode margins—BisTrack Global Software can significantly improve revenue and profitability while improving customer experience and loyalty.
Building Together with Epicor BisTrack Global Software

No matter what the economy, supply chain, or customers may throw at you, Epicor is your partner to help you navigate, grow, adapt and thrive.

Epicor has worked with building material supply businesses of all sizes for 45+ years and has accumulated unparalleled experience in the industry. Our investments have resulted in market-leading, industry-specific products. Through active participation in trade associations and by seeking invaluable input from our users and advisory councils, Epicor has developed customer-driven product roadmaps that have helped define how the industry evolves, automates, and expands.

In short, Epicor has become part of the fabric of the industry. In North America, 57% of ProSales Top 100 pro dealers operate on an Epicor platform, and hundreds more locations around the world depend on the Epicor solutions that fit the unique needs of building supply businesses.

The results achieved, and consequently the support and endorsement of Epicor BisTrack software, have been overwhelmingly positive:

► 100% of surveyed customers increased gross margins by up to 4 points or more
► 65% of surveyed customers’ businesses grew by 10%-20% or more since implementing Epicor BisTrack software
Enhance and Simplify Every Aspect of Your Business

With easy to use tools for virtually every key business function, BisTrack Global software is built for the building supply industry, to speed and simplify every step.

Seamless operations from order to delivery

BisTrack Global software enables you to be an outstanding supply partner for your customers—with numerous tools for in-person or self-serve customer service. For example, you can offer multiple ways to search your product catalog and place orders (mobile-enabled field sales, online, in-store at the contractor counter or POS), easy access to manufacturers’ configurators and rebate programs, flexible payment options (invoice, ACH or credit/debit/gift card), and a web or mobile customer portal for account management and information about stock, work orders, and delivery status. BisTrack Global software helps you be the responsive, efficient, accurate and reliable supplier to keep your customers coming back.

It starts with being an even more valuable partner for your customers

Intuitive product search and customer management tools make creating quotes and orders fast, easy, and accurate. You can easily capture and attach relevant documents that will follow the order all the way through to completion. Additionally, a simple-to-use product configuration helps ensure you get orders right the first time. End-to-end BisTrack Global order management workflow capabilities ensure tracking regular, special orders, back orders, and work orders is a snap. Both you and your customer can track order status at any time from any location.

Real-time inventory management leads to higher customer satisfaction

Here’s where we say goodbye to the “silos” that can hold building supply businesses back. With Epicor BisTrack Global software, powerful and connected tools boost efficiency and reduce errors.

Sample customer results:
- 37% increase in profitability
- Outpacing market growth
- 50% increase in revenue per employee
- 20%-30% increased productivity
- 95%+ inventory accuracy
- 95%+ on-time shipping
Epicor BisTrack Global role-specific dashboards, timely alerts, and intuitive workflows make it easy for your team to improve their effectiveness and efficiency. This means employees are better equipped to collaborate, cross-train, and make optimal business decisions.

For example, your procurement and order fulfillment staff work faster and smarter, benefiting from easy branch-to-branch transfers, built-in manufacturing inventory management, and automated replenishment support.

The Epicor Warehouse Management System guides your warehouse staff through daily tasks, using bar code scanning to speed data input, track inventory movement, pick and ship with improved accuracy. Indeed, inventory accuracy is so high using BisTrack Global software and its integration with Epicor Warehouse Management, that some businesses find they can reduce or eliminate physical inventory counts, saving untold hours and overtime costs.

Customer satisfaction gets a boost with accurate and on-time deliveries, and with fewer stock outages, customers get what they need, when they need it. Where products are back-ordered, inventory allocation can prioritize their job-specific back orders. BisTrack Global software notifies staff of special-order and back-ordered receipts.

Essential data is visible to all parties at every step so that you can fulfill orders more quickly and accurately and deliver the quality your customers need.

Integrated financial management and business intelligence help you optimize your operation

With Epicor BisTrack Global software and integrated Epicor Financials, accounting and financial reporting tasks are easier to perform, more accurate, and more valuable because BisTrack Global software synchronizes operations and financial data in real-time. That single source of up-to-date information improves accounting staff efficiency and helps you make better financial decisions.

Accounts receivable and accounts payable tasks are automated and significantly streamlined with related documents linked within the BisTrack Global system. Managing complex calculations, such as commissions, rebates, and sales taxes, are also greatly simplified, saving days of labor each month.

Thanks to powerful business intelligence in the form of dashboards, reports, and alerts, improved decision making extends well beyond finance to promote collaboration, proactive management, and customer service across your operation. When exceptions pop up, these same tools promptly notify staff in the right roles, so issues can be resolved before they become problems. The result? Fewer errors through out the cycle.

Modern, secure, and integrated technology that’s cloud-ready

Epicor BisTrack Global software delivers an optimized combination of cloud, mobile, and security technology that enables greater staff productivity while protecting against security risks, power interruptions, and other threats. It’s scalable and adaptable as your business grows and changes, and easy to extend using BisTrack APIs to achieve further functionality.

Stand out from the competition with secure, digital commerce and mobile solutions that help you establish your business value and offer exceptional customer service.
Fully Connected, Efficient, and Mobile—That’s Your Business With BisTrack Global Software

Epicor BisTrack Global foundations

Business intelligence tools
Keep a finger on the pulse of your business with:
- Built-in and customizable dashboards
- KPI metrics and score cards
- Flexible sales-based web analytics

Analyze your operations and slice and dice data in ways that give you insights, answer what-if questions, and enable data-driven decisions using:
- Smart Views
- OLAP cubes
- Advanced query tools

Productivity and responsiveness boosters
- Mobile-enabled for all employees
- Role-specific dashboards and task lists
- Messages, alerts and reminders
- Related documents linking
- Intuitive search capabilities
- Centralized customer database for sales, marketing, dispatch, and AR
- Integrated workflow from quote to order to delivery
- Interoperable email, calendar, CRM

Powerful platform
- Cloud, hosted or on-premises
- Remote web-based access from anywhere
- Modern, scalable, enhanceable, extensible
- Extensive mobile capabilities
  - Mobile sales: CRM, check stock, place order
  - Mobile count, picking and receiving
  - Mobile delivery
  - Customer portal via iOS and Android apps

Omnichannel business model support

Multi-entity, multilocation support
- Business units by function, customer type, region, etc.
- Individual and consolidated reporting

Extensive support for contractor and production builder customer base
- CRM with quotation and opportunity management
- Customer stratification and flexible pricing management
- Efficient contractor desk service
- Job site customer service via mobile sales
- Installed sales or contract-based billing
- Support for component manufacturing and offsite construction
- Intelligent jobsite delivery
- Online and mobile customer account management portal

Flexible Online Sales
- Choice of co-op online stores, BisTrack Web Store and interface to 3rd party online store via BisTrack Web Store API
- Customer-specific pricing and product availability
- Fully integrated with in-store sales orders and inventory management

Full-featured retail and DIY support
- Promotional pricing
- Loyalty programs
- Support for wide range of scanning, signature capture, and display devices
- Integrated credit card support
- Flexible eCommerce online sales
Capabilities by function

Efficient sales transactions
- Quote-to-sales order conversion
- Kits and configurations
- Special orders
- Multiple units of measure and tallying
- Work orders and production schedule visibility
- Automated back order and special order receipt notification
- Mobile enabled for field sales

Optimized purchasing and stock control
- Multibranch inventory visibility
- Integrated eCommerce inventory depletion
- Suggested replenishment orders
- Traditional and buying group EDI
- Extensive costing—including project buys
- Vendor-managed inventory (VMI)
- Supplier rebate accrual/tracking
- Product grouping and segmentation
- Product ranking and analysis
- Mobile stock management and bin labeling
- Mobile receiving and picking
- Mobile physical and cycle inventory count
- Optional integrated, comprehensive warehouse management system

Integrated manufacturing and configurator
- Support for door & window shops, truss and panel plants, millwork and other component manufacturers
- Work orders tied to sales orders
- Built-in product configuration tool
- Flexible pricing for value adds
- WIP visibility
- Production scheduling
- Multilocation, multilevel work orders with automated location transfers
- Costing of materials and labor

Effective delivery dispatch
- Centralized, multilocation dispatch and delivery planning and routing
- Built in for real-time visibility
- Vehicle and load planning
- Driver manifests
- Jobsite delivery location specification
- Automatic transaction routing for regular routes
- GPS integration
- Google Maps integration
- Mobile delivery confirmation with photo and signature capture

Simplified financial management
- Integrated Epicor Financials for comprehensive functionality and real-time visibility
- Seamless General Ledger entries with drill-back to source transactions
- Drill-down capabilities
- Easily auditable transactions
- Document management
- Dashboards combining financial and operations data
- Rebate management
- Data analysis, views, import/export
- Multi-entity, multicurrency, multilocation support
With Epicor BisTrack Global Software, Your Business Does More Than Run—It Thrives

Proven building supply practices built into every step—that’s your business with Epicor BisTrack Global Software

About Epicor
Epicor Software Corporation drives business growth. We provide flexible, industry-specific software designed to fit the precise 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 are built into every solution—in the cloud or on premises. With this deep understanding of your industry, Epicor solutions dramatically improve performance and profitability while easing complexity so you can focus on growth. For more information, connect with Epicor or visit www.epicor.com.