Mobile Business Intelligence for Aftermarket Parts Professionals

EPICOR

Product
▶ Epicor® Service Insights App

Benefits
▶ Increase sales and loyalty among service provider accounts
▶ Maximize productivity of sales team
▶ Monitor account status
▶ Easily document and share results of each sales call
▶ Improve response to customer service issues

## Proven Business Growth Tool for Outside Sales Representatives and Sales Managers

▶ Do you have your finger on the pulse of each of your shop accounts' businesses?
▶ Are their purchases increasing? If not, why?
▶ Are you working proactively with each account to identify opportunities for growth?
▶ How can you make sure they purchase more from you and less from other parts providers?

The Epicor Service Insights app can help address each of these questions, enabling outside sales teams to maximize the effectiveness of each sales call and increase the loyalty of their shop.

▶ Leverage the power of advanced business analytics by account and market
▶ Use proven customer relationship management tools to increase service levels and loyalty
▶ Employ extensive sales team management capabilities—including two-way communication
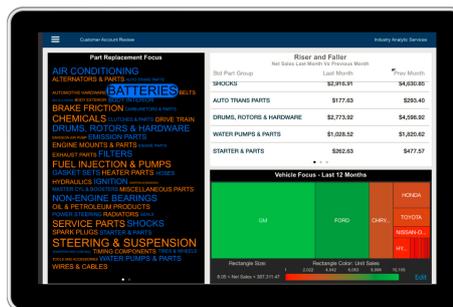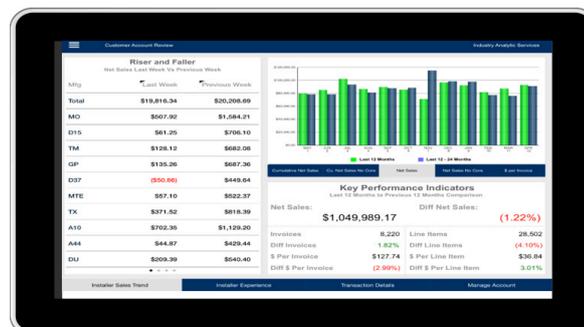
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What is it?

Service Insights is a cloud-based application engineered specifically to maximize the performance of outside sales team members and managers in the automotive parts industry. The app leverages the power of the industry-leading Epicor Data Warehouse.

How does it enhance shop loyalty?

It helps sales representatives know their customers better than competing parts providers. This can ensure greater responsiveness to customer needs, increased sales, and stronger margins. It can also make the salesperson more productive and effective in every sales call, every day.
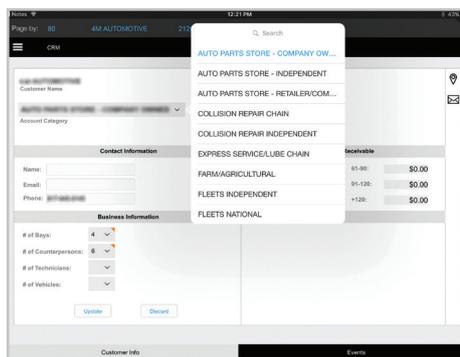
Sales management tools

Service Insights also includes an array of features reserved for sales managers—including visibility into daily activities, account status, alerts, and two-way communication.
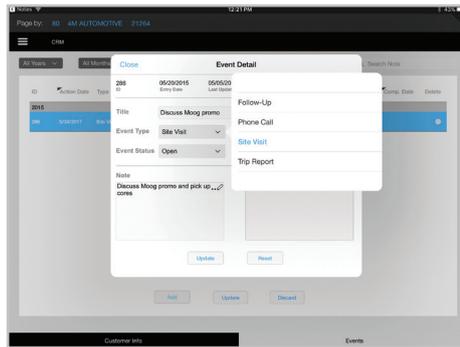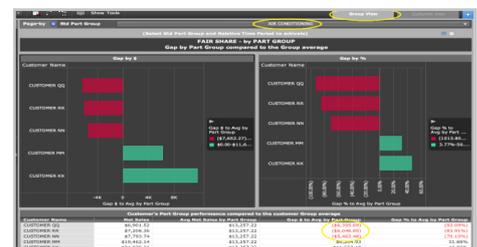

Real-time event reporting and tracking
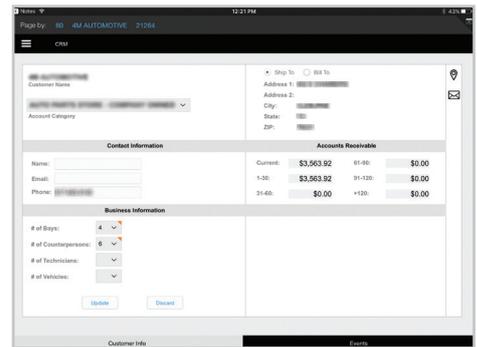
Review A/R status prior or during sales calls

Profile accounts by category for benchmark reporting

Identify sales opportunities by comparing similar accounts

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.

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