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### Epicor Announces the 2018 Customer Excellence Award Winners for Australia and New Zealand

*Epicor recognises organisations in ANZ using Epicor solutions and services to transform business at annual customer summit*

Epicor Software Corporation, a global provider [of industry-specific enterprise software](#) to promote business growth, announced today the winners of the 2018 Epicor Customer Excellence Awards program for Australia and New Zealand (ANZ).

The [global awards program](#), now in its third year, recognises innovative organisations that have successfully transformed operations by deploying Epicor solutions and services to achieve excellence in business efficiency, customer experience, and overall performance.

Epicor Customer Excellence Awards programs run in the Americas, Asia Pacific, Europe, Middle East, India, and Africa. The regional program winners will be automatically considered as finalists in the global categories for overall “Customer of the Year.” The global winners will be announced later this year, after all the regional awards programs have concluded.

“We know our customers work hard at being the best at what they do,” said Greg O’Loan, regional vice president, ANZ, for Epicor Software. “That’s why we’re proud to recognise these companies for their innovative use of our flexible, industry-specific solutions to help them grow their business.”

The following companies are 2018 Epicor Customer Excellence Award winners in the regional program for Australia and New Zealand:

- [Royal Australian Mint](#) is the **Business Transformation** winner. Implemented within ten months, this Government organisation digitally transformed its daily operations. [Epicor ERP](#) now enables the Mint to easily manage quotes, sales orders, packing, and dispatching orders, as well as the manufacturing process, and record all costs accurately. The system integrates with the Mint’s retail sales channel—including its [eShop](#) and its customer relationship



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Greg O’Loan  
Regional Vice President, ANZ, Epicor  
Software

management (CRM) system, as well as the Australia Post's [eParcel](#) system to track shipping deliveries recorded in the system. Employees now have a solution that is easy to use, scale, and manage with visibility across the organisation, improving customer satisfaction as a result.

- The **Customer Experience** award winner is aged care provider [Juniper](#), supported by Epicor partner [Precise Business Solutions](#). This values-driven, community benefit organisation, running on [Epicor Senior Living Solution](#), has innovated across the business by standardising processes and delivering information on demand for the management team at a time when the business is experiencing significant growth., the implementation has significantly enhanced customer experience as well as generated cost savings and efficiencies for the business
- The winner in the **Cloud/SaaS Deployment** category is [Epicor ERP](#) customer, [Boral Montoro](#), selected for making great strides in its cloud journey. This building construction supplies company is using the cloud to put information directly into the hands of employees in real-time, to enable them to troubleshoot, track against business goals, and innovate as they continue to grow.
- The **Rapid Time to Value** winner is aged care services provider [Summitcare](#), which achieved implementation across nine sites in just three months to provide the business with financial transparency and efficiencies. Summitcare illustrates the ease of integration of the [Epicor Senior Living Solution](#).
- The **Technology Innovator** category winner is [Sistema Plastics](#), chosen for demonstrating it has innovation at the very core of its business. Operating in a competitive and geographically challenging market, Sistema has implemented [Epicor ERP](#) and [Epicor Mattec](#) to seamlessly automate multiple processes, drive down costs, and help it achieve its goal to double its revenue turnover by 2020.

Award entries were judged in three key areas:

- **Complexity of the project.** What business areas were impacted by the scope of the project?
- **Clearly stated objectives.** Why was this initiative started? What were the deliverables? How was success defined?
- **Overall business impact of the initiative relative to stated goals.** What was achieved? How did this compare to the original KPIs?

For more information on the 2018 Epicor Customer Excellence Awards regional programs visit the Epicor [website](#).

### **About Epicor Software Corporation**

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](http://www.epicor.com).

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