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Epicor Announces the 2018 Customer Excellence Award Winners for Asia

Epicor recognises organisations in Asia 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 Asia.

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 are run in the Americas, Asia Pacific, Europe, Middle East, India, and Africa. The regional program winners are automatically considered as finalists in the global categories for overall "Customer of the Year" and 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. 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."

Steve Murphy
CEO, Epicor Software

"We know our customers work hard at being the best at what they do," said Steve Murphy, chief executive officer 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 Asia:

– Nadfinlo Group in Hong Kong is the **Business Transformation** winner. Working with Epicor partner Data World Solutions, the plastics specialist business was chosen for streamlining business processes, improving top floor to shop floor visibility, and eliminating duplication of work, with its implementation of Epicor ERP.

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– The **Customer Experience** award winner is Tiger Enterprise Corporation, also based in Hong Kong and supported by partner Data World Solutions. The plastics business, running on Epicor ERP, has achieved quicker turnaround of customer quotes and greater business transparency. By enabling faster access to real-time data the business has become more competitive in the market and is able to make better informed decisions for growth.

– The winner in the **Cloud/SaaS Deployment** category is Epicor ERP customer Omada International, selected for making great strides in its cloud journey with a six month implementation. The aerospace supplier from Thailand now has more efficient planning and control and a better quality product as a result.

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.

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