



New Era Solutions

Builds Business Growth and Profitability Around Epicor

Company Facts

- Location: Johannesburg, South Africa
- Number of Locations: 2
- Web site: www.newerasol.co.za



“Epicor invests significantly in research and development; they offer cutting-edge technology that is always a step ahead of their competition. This means that we are able to offer our clients proven, award-winning products to meet their specific business requirements.”

Stuart Scanlon, Sales Director | New Era Solutions

Success Highlights

Key Capabilities

- Focused on three key verticals
- Delivery of integrated, customisable solution sets
- Exceptional track record of implementations
- Close client relations to deliver the right solution
- Strong business built around Epicor solutions

Why Epicor?

- Innovative technology acknowledged by industry analysts
- Continual investment in research and development
- Flexibility and proven capabilities
- Scalable solutions that fit the needs of growing companies
- Consolidated systems with embedded functionality—not loosely integrated modules
- Choice of deployment methods

Founded in 1999, New Era Solutions began with their core focus on enterprise resource planning (ERP) implementations in the financial services and distribution sectors. Their customer base has broadened significantly and today most of their customers fall into the distribution, manufacturing, and service based sectors.

New Era Solutions fully understands and drives the implementation of complete business solutions for medium and large businesses in this space. Their core service pillars are in providing integrated and customisable IT solutions focused on ERP, Warehouse Management Systems (WMS), Customer Relationship Management (CRM), and Mobility.

Providing solutions from global specialists and industry leaders, and a firm industry focus has been the key to success for New Era Solutions. They became an Epicor partner in 1999 and chose the next-generation Epicor ERP solution as their main product. They were the first company to implement Epicor ERP In Africa. New Era Solutions have also been a Microsoft® Certified partner since 2009.

New Era Solutions differentiates itself through:

- Smart solutions—New Era Solutions offers a turnkey solution to clients using the latest technology to ensure results with a low total cost of ownership.
- Excellent service and a personal touch—with over 10 years of experience in Epicor solutions and a deep understanding of distribution and manufacturing, New Era Solutions uses a tried and tested implementation methodology. This has cemented their exceptional track record of successfully implementing Epicor ERP.

- A combination of detailed knowledge and award-winning Epicor ERP has helped New Era Solutions clients take their business to new levels of efficiency and profitability.

Why Epicor?

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Being able to offer a consolidated system based on proven technology which is already tried and tested gives New Era Solutions a significant competitive edge.

Epicor trawls its partner network to learn about the performance of its products to constantly improve their offerings.

Customers who have not yet upgraded to the latest version of Epicor ERP benefit from the Epicor protect, extend, and converge product strategy. “This protects our customers’ investment in Epicor, and ensures they are looked after while they plan their migration path,” says Scanlon.

Industry leading solutions

Epicor offers industry specific next-generation business software that can be customised to suit a customer’s specific requirements. Scanlon comments, “Epicor ERP makes it possible for clients to streamline their business and maximize profitability by taking ownership of the system that they have purchased. These two areas are crucial to the success of any business, especially in the current economic climate where organisations are looking at ways to maximize their operations and profitability can be a challenge.”

With Epicor ERP, New Era Solutions targets midmarket customers with 25-500 users that need a scalable ERP solution with a low total cost of ownership.

Epicor Inspired Partner Network

Epicor prides itself in the support and training that it offers its partners through its Epicor Inspired Partner Network program. This comprehensive sales, marketing, and support program offers its partners significant opportunities to grow their business through award-winning products, training, and support.

New Era Solutions works closely with other Epicor partners across the globe on implementations, for support and troubleshooting.

“Having a strong sense of camaraderie and teamwork benefits all partners in the Epicor network. Epicor views its partners as an extension of itself. Partners work together to offer clients unparalleled service and support,” adds Scanlon.

Ongoing support from Epicor

The Zift Partner channel marketing automation platform assists New Era Solutions to generate leads by using ready-to-go campaigns and the ability to turn their Web sites into a powerful lead source that automatically stays up-to-date with the latest Epicor content and offers. This helps generate good quality leads with minimal amount of work. Epicor also works with New Era Solutions on bespoke co-funded marketing campaigns and provides PR support.

The Epicor Business Development Fund helps New Era Solutions to better market themselves and Epicor solutions. The fund can be used for events, co-branding, various collaterals, or lead generation programs. Epicor has a lead locking mechanism that ensures minimal internal conflict over leads. This is a clearly documented process that aims at being fair to all parties, and it gives partners the confidence to go out and generate leads themselves.

“We have built our business around Epicor and have enjoyed over 10 years of success which continues to gain momentum. Our customers can’t say enough good things about the tangible benefits Epicor ERP brings to their businesses.”

Stuart Scanlon, Sales Director

The Technical Training and Services Certification Program offered by Epicor University is extremely important for both Epicor and New Era Solutions to ensure customers receive the same high-level of services for implementation. Consultants can achieve certification in one or more tracks through a combination of remote and classroom training. The training also consists of shadowing opportunities and there is an option for 'train the trainer.' Epicor and all of its partners follow a proven Signature Methodology to provide consistency and efficiency with every implementation worldwide.

The dedicated partner portal offers sales, pre-sales, and marketing related support such as embedded education, demo images, live and recorded demos, online training, demo scripts, mentors, and collateral such as the ROI calculator, presentation templates, product roadmaps, references and a quotation tool, in order for them to be as successful as possible.

Benefits of the partnership

"We have built our business around Epicor and have enjoyed over 10 years of success which continues to gain momentum," says Scanlon. "Our customers can't say enough good things about the tangible benefits Epicor ERP brings to their businesses."

About Epicor

Epicor Software Corporation is a global leader delivering business software solutions to the manufacturing, distribution, retail, and service industries. With more than 40 years of experience, Epicor has more than 20,000 customers in over 150 countries. Epicor solutions enable companies to drive increased efficiency and improve profitability. With a history of innovation, industry expertise and passion for excellence, Epicor inspires customers to build lasting competitive advantage. Epicor provides the single point of accountability that local, regional, and global businesses demand. For more information, visit www.epicor.com.



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