

EPICOR ERP

MANUFACTURING SOFTWARE REVIEW BY SHELDON NEEDLE



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Epicor ERP

Epicor excels in manufacturing and distribution and offers industry leading functionality for service companies.

The company has been acquiring a number of ERP solutions over the past 15 years and now addresses everything from repetitive, engineer to order, process, POS and warehouse distribution. It is probably the dominant accounting solution in the retail Point of Sale market.

Epicor 10

While Epicor undeniably offers one of the most powerful software manufacturing suites, it is also one of the more costly and complex systems to install. Prior to version 10, there were performance issues since Epicor consisted of files which were a mix of their original Progress database and MS SQL. With version 10 that issue is resolved.

Value

Like any purchase software value depends on many factors. When Epicor is properly installed and adopted by company staff, the product will usually have a very substantial positive impact on overall company operations. The trick is getting it installed properly and having competent people using it. .

Supports Variety of Modes

Epicor Manufacturing is designed to support various manufacturing processes including discrete, make-to-order (MTO), engineer-to-order (ETO), configure-to-order (CTO), mixed-mode and make-to-stock environments. Epicor continues a 40-year plus tradition of providing industry leading solutions for rapidly expanding emerging manufacturers alongside mid-sized companies and subsidiaries of large multinationals.

As a multidimensional solution, Epicor Manufacturing is positioned to manage the requirements of multiple industries with a single solution, including Industrial Machinery, Automotive, Aerospace and Defense, Medical Device, Electronics and Electrical Equipment, Fabricated Metals, Furniture and Fixtures, Rubber and Plastics, Job Shops, and more.

Pros

- Centralized customer relationship management
- Efficient sales and service management
- Rules-based product configuration
- Real-time production management
- Quality and compliance management
- Embedded advanced planning and scheduling (APS)
- Support for lean initiatives
- Comprehensive supply chain management
- Global deployment
- Version 10 is true cloud and far faster than previous versions of Epicor

Cons

- Very aggressive sales approach which can mislead naive buyers.
- Some feel the product is over engineered and unduly complicated to use
- Product configurator is very cumbersome to work with
- Engineering module is cumbersome to use,(cannot copy and paste items and change parts easily),
- PLM and document control are mediocre
- Epicor 10 buyers with older versions usually having to do a complete new installation, not a simple upgrade
- Shortage of competent Epicor implementation teams has caused Epicor to utilize many third parties for implementations and customization.
- Support is inconsistent and response slow
- Strong IT staff is required to support Epicor

Ease of deployment and training

Epicor is one of the more complex systems to install and learn. Project Managers may be lacking in experience.

An ongoing issue is project management during installation. Due to the fast growth of the company, Epicor has struggled to maintain competent project management staff to install new purchases. This is something that prospective buyers need to take into account since Epicor installs are subject to being behind schedule and over budget.

Epicor Distribution

Epicor Distribution is positioned to manage the requirements of multiple industries within a single solution including Consumer Goods, Pharmaceuticals, Chemicals and Allied Products, Industrial Machinery, Wholesales/Industrial, Automotive, Aerospace and Defense, Medical Device, Electronics and Electrical Equipment, HVAC, Furniture and Fixtures, Rubber and Plastics, and more. Epicor has experience working across major industries and has developed solutions to fit the unique requirements for supplying to these industries with robust functionality including:

- Embedded customer relationship management
- Efficient multichannel sales order processing
- Streamlined fulfillment process for reservation or allocation of inventories with queue and task management of all transactions
- Queue-driven events direct next task for workers via RF-handheld devices and barcode scanning in the warehouse
- Optimized shipping encompasses carrier integration, drop ship and cross-docking functionality
- Support for global trade standards, country of origin, and RoHS compliance

Support and Services

Epicor is committed to a mutually successful and long-term business partnership with our customers. Our goal is to work with our customers in identifying and solving their business challenges today and help them face new opportunities tomorrow.

Epicor Consulting

Epicor Consulting provides a variety of services around implementation, training, process improvement, and software customization. Our consulting organization employs more than 800 highly skilled and tenured consultants whose unmatched experience in delivering industry solutions that span manufacturing, distribution, retail, hospitality, and services is backed by a proven track record of successful delivery around the world. Our worldwide teams offer local know-how coupled with a global outlook to ensure tangible results for our customers anywhere in the world—always with a focus on profitable growth and long-term business success.

- **Implementation Services:** Proven methodology for consistent, customer-focused implementations.
- **Business Process Consulting:** Align customer processes, Epicor's software and best practices.
- **Systems and Hardware Consulting:** Optimize network and system performance.
- **Performance Workshops:** Identify key performance indicators, metrics and objectives.
- **Upgrade Services:** Expert guidance to seamlessly move to the latest version.
- **Custom Solution Development:** Customer-specific, designed and developed software applications.

Epicor Education

Epicor's extensive library of training courses, educational materials and user resources provide customers a platform to develop an effective training program. The array of resources enable customers to choose the best options to meet their needs and tailor programs to their individual user preferences

- Classroom Training: Instructor-led training conducted at Epicor offices, on-site at customers, or remotely via the Internet.
- E-learning Training: Self-paced online training and embedded within the applications.
- Knowledge Mentor: Easily create and publish custom end user training.
- User Resources: A variety of resources that provide detailed application and technical information on the Epicor system.
- User Conferences: Annual conference with 100+ educational and informational sessions, hands on labs and workshops.

Epicor Support

Our customers depend not only on our software, but also on our experience in supporting those solutions around the world. Epicor stands behind all of its products with a world-class support organization, capable of serving its global customer base. Epicor Support is a worldwide operation with over 450 people in 14 support centers located around the world.

- Support Programs: Tiered support levels to align with the specific needs of customers.
- Online Support Center: 24x7 Access to information, resources and services.
- Maintenance: Stay up to date on the latest software, resources and tools.

Epicor Outsourcing

Increasingly small and mid-sized businesses (SMBs) are pursuing outsourcing strategies. They are looking at how they can best utilize their resources to increase business performance and profitability. Outsourcing the day-to-day management of systems or operations has become a viable option for SMBs to reduce costs and improve the efficiency of operations.

Epicor Outsourcing provides a set of services that leverage core competencies including application hosting, application management, helpdesk outsourcing, and business process outsourcing. The services provide our customers with access to knowledgeable experts, specialized resources, and world-class facilities.

- Application Hosting: Secure, reliable and cost-effective solution combining infrastructure, software and services
- Application Management: End-to-end management of Epicor applications and support functions.
- Help Desk Management: help desk services for end user support.
- Business Process Outsourcing: Outsource non-core business operations and processes.

Technology Foundation

Epicor has long been recognized as a leader in technology innovation, not just investing in technology for technologies sake, but in order to deliver far reaching business benefits to customer businesses. For more than five years now, Epicor has been designing and building enterprise business software built from the ground up using service-oriented architecture (SOA) standards.

Epicor Modules

Customer Relationship Management

- Contact Management
- Lead and Opportunity Management
- Case Management
- Marketing Management
- Mobile Connect

Sales Management

- Estimate and Quote Management
- Order Management
- Demand Management
- Advanced EDI
- Storefront

Service Management

- Field Service
- Contract Management
- Returned Material Authorization

Product Data Management

- Bills of Material
- Routings
- Engineering Change and Revision Control
- Product Lifecycle Management
- Product Costing
- Product Configuration

Planning and Scheduling

- Project Management
- Forecasting and Master Production Scheduling
- Material Requirements Planning
- Scheduling and Resource Management
- Advanced Planning and Scheduling

Production Management

- Job Management
- Manufacturing Execution System
- Lean Manufacturing
- Quality Assurance
- Advanced Quality Management

Supply Chain Management

- Purchase Management
- Sourcing and Procurement
- Inventory Management
- Shipping and Receiving
- Warehouse Management
- Advanced Material Management

Financial Management

- General Ledger
- Accounts Receivable
- Accounts Payable
- Cash Management
- Fixed Assets Management
- Consolidations and Eliminations
- Multicurrency Management
- Tax Connect

Human Capital Management

- Payroll
- Human Resource Management
- Training and Recruitment
- Employee Self-Service

Enterprise Performance Management

- Advanced Financial Reporting (AFR)
- Budgeting, Planning and Forecasting
- Operational Data Store and Data Warehousing
- Scorecards and KPIs
- Trackers and Dashboards

Governance, Risk, and Compliance (GRC)

- Risk Management
- Security Management
- Corporate Governance
- Global Trade Compliance
- Environmental and Energy Management

Global Business Management

- Multicompany Management
- Global Multisite Management
- Multilingual Data Management
- Master Data Management

Business Architecture

- Service-Oriented Architecture
- Microsoft .NET Framework
- Web Services
- Operating System and Database Independence
- SaaS, Hosted, and On-Premise Delivery
- Business Process Management
- Information Worker
- Service Connect
- Portal
- Web 2.0

Customer Relationship Management

Customer relationship management (CRM) strategies are as important to business today as they have ever been. Epicor CRM is designed to help you effectively manage your entire customer lifecycle from prospect to cash to care, improve operational efficiency and accelerate growth—both internally and externally.

CRM controls every aspect of a company's interaction with its customers and potential customers from generating the lead, developing the opportunity, taking the order, producing and shipping or supplying the goods or services, optimizing the cash collection cycle and supporting the customer. Epicor CRM provides a 360-degree

view of the entire customer, supplier, or partner relationship. Epicor CRM broadens the scope of customer information to everyone within and across the organization and to stakeholders beyond, through contextual delivery of essential customer data to information workers, wherever it's needed.

Modular in design, the Epicor CRM suite of modules includes Contact Management, Marketing Management, Campaign Connect, Lead and Opportunity Management, Case Management, Sales Connect and Mobile Connect. It can also be extended with Epicor Information Worker.

Contact Management

Comprehensive contact management is at the core of any effective CRM solution and makes keeping in touch with your customers and prospects easy by promoting responsive, respectful and proactive communication.

Contact Management enhances your customer service by documenting and sharing customer communication with the entire organization and helps manage contact interactions through task management. With Epicor CRM Contact Management you can improve overall responsiveness and focus by putting your contacts at the center of your business.

Marketing Management

Seeking new, profitable customer relationships is challenging in today's borderless world. Targeting your customers with the right programs and messages and retaining those customers can be your most powerful competitive weapon. Epicor CRM Marketing Management enables you to measure the success of marketing campaigns, understand your target market and improve communications

With Epicor CRM your marketers can pinpoint their targets, capture highly qualified leads and perform cost/benefit and return on investment (ROI) analysis on promotional activities. You can use the campaign manager to track the number of leads, opportunities, orders, and costs per campaign. And, once you have the lead, Epicor

CRM helps manage the entire sales process more effectively, with features such as workflow and forecasting.

Lead and Opportunity Management

With Epicor CRM Lead and Opportunity Management you can proactively manage your sales territories and the entire life cycle of all your opportunities. Lead and Opportunity Management enables you to convert more prospects to customers, target the highest value opportunities and increase sales revenues.

Epicor CRM is equipped with the tools you need to find more prospects and quickly convert them to satisfied customers. Your sales people can manage the complete prospect-to-customer lifecycle, give accurate revenue forecasts to management and automate many administrative tasks.

Case Management

This comprehensive one-stop solution enables your service team to manage current case load and respond quickly to customers for industry leading customer satisfaction. The case management workbench is equipped with time saving links to customer focused activities (e.g., new quotes, orders, RMA requests, or service calls). In addition, there is a search-driven knowledgebase and case-driven workflow for standardizing case resolution

Case Management is fully integrated with Field Service, part of Epicor Service Management, for easy access to dispatching field activities and providing field service representatives access to online answer books, existing customer field service calls, warranty information, and service contracts.

Mobile Connect

Epicor CRM gives you control over your customer interactions: generating leads, developing opportunities and monitoring orders. Epicor CRM

functionality is available from anywhere in the world. The Mobile Connect series incorporates a disconnected database, enabling you to work anywhere you can take your laptop. Using the SonicMQ® messaging engine, Mobile Connect is comprised of three components: Sales mConnect, Sales Engineer mConnect and Hub mConnect.

Sales Management

Epicor Sales Management delivers a comprehensive suite that enables you to produce accurate estimates, streamline your order-to-cash cycle, and fulfill perfect orders that ensure world-class customer satisfaction.

By streamlining the sales process with centralized access to product, pricing, and customer information, orders can be generated with a minimal number of steps. Epicor Sales Management automates and improves labor-intensive processes for quoting, proposal generation, configuration and order entry, enabling you to improve sales productivity by increasing accuracy during the quote and order processes, and identifying the right solution to meet customers' needs.

Estimating and Quote Management

Easily generate and track all customer or prospect requests for quotation (RFQs), from the time of receipt until an order is placed. You can get quotations out more quickly and be more accurate with pricing and lead times.

Order Management

Order Management drives the Epicor system. From the time an order is entered, its progress is tracked through final shipment, producing perfect order fulfillment on demand.

With Order Management, all orders and change orders will be effectively managed online, perfecting the order-to-delivery process for maximum customer satisfaction.

Demand Management

Demand Management offers the establishment of contracts that can be linked to sales orders and releases. These contracts can be managed, and schedules produced, automatically with set periodicities that match each customer's unique shipping needs. Additionally, as change happens, the schedules can be regenerated. If Advanced EDI is deployed, your customers' electronic demand changes are brought in for review and acceptance. This is important for companies doing business in industries such as automotive, aerospace and defense, and retail. Accountability of change and rapid flow of information to the production floor, as a result of fully integrating EDI with your Epicor system, can elevate your supplier status.

In addition, Demand Management not only looks at the demand side of EDI, but also focuses on the fulfillment side with secure outbound Advanced Ship Notice (ASN) transactions that the customer reconciles with each shipment. Through an inbound EDI document, the CUM (Cumulative) total value and actual received quantity is then electronically sent back to you for reconciliation and potential adjustment.

Advanced EDI

Epicor's advanced EDI functions are tightly integrated with the Demand Management module and facilitate electronic communication of release and ASN information to and from your customers. Advanced EDI offers direct integration with your Epicor data, reducing the turnaround time on schedule changes and additions, and eliminating potential data entry errors. Epicor Professional Services are experienced in making EDI work in various environments with various EDI suppliers, and can offer enhanced functionality that is tailored to the EDI needs of your business.

Advanced EDI supports ANSI X12, EDIFACT and AIAG documents, including Purchase Order Inbound (ORDERS, 850), Purchase Order Acknowledgement (855), Planning Schedule Inbound (DELFOR, 830), Shipping Schedule Inbound (DELJIT, 862), Change Order Inbound (ORDCHG, 860), ASN Outbound (DESADV,

856), and Invoice Outbound (INVOIC, 810). Additional documents may be available or developed by Epicor Professional Services.

eCommerce

Epicor's eCommerce solution, Epicor Commerce Connect, enables you to increase your Web presence and help drive new business—both from your existing customers and from new, untapped business opportunities and sales channels. With Epicor Commerce Connect, your company can easily deliver an intuitive, personalized shopping experience over the web.

You no longer need to have two separate systems to accept wholesale and consumer orders. With the Epicor Commerce solution, you have one system to manage. Epicor Commerce eliminates the redundant databases found in most eCommerce scenarios. Product information has tiered pricing and customers and inventory levels are available directly from your Epicor inventory. Orders can be submitted and processed immediately allowing the customer to use their terms or credit card for purchase.

Epicor Commerce also provides deep integration with your order fulfillment process and makes it available to your customers online. At the time of requesting a quote or placing an order, customers will be able to select the available shipping methods and determine their freight cost. Once the orders are placed, online tracking allows them to see when their product was shipped and lets them track the shipment through the carrier.

Service Management

Epicor Service Management optimizes customer service with timely response to customer requests and puts knowledge in the hands of customer service personnel. Epicor understands that customers want rapid response service. From initial contact with the customer regarding an incident, to in the field operations, to processing returns quickly and efficiently, Epicor Service Management provides the visibility and accountability your business needs.

Field Service

Epicor Field Service is designed for people who install, repair, or service offsite or at the plant or depot. You can centralize all processes related to the dispatching of technicians and cost reporting of service calls in the field. This application supports drop shipment of service parts directly to the customer site. The application is set up for a single interface, so a dispatcher can track all stages of each service call with just a few mouse clicks.

Contract Management

Epicor Contract Management used in conjunction with Epicor Field Service ensures the timely and accurate execution of service contracts. Additionally, this solution holds the historical activities against the contract to better meet customer expectations.

Return Material Authorization

Enhanced return processing offers enterprise-wide tracking of pending returns and disposition of these parts by unique returned material authorization (RMA) number. Enter information about returns, and transfer that information to the different groups that may need to take action (e.g., inspection, billing and order processing). Armed with full notes capabilities and document management functionality, tracking the steps of a returned part for requirements certifications is inherent in the system.

Product Data Management

Epicor Product Data Management (PDM) serves as a central knowledge repository for process and product history. PDM promotes integration and data exchange among all enterprise users who interact with products—including project managers, engineers, salespeople, buyers, and quality assurance representatives

Epicor offers a solution that manages the powerful information traditionally contained in engineering documents, plant floor routings, change orders, sales orders and quality documentation within a single solution that is easily shared across the enterprise

Bill of Materials

Epicor supports traditional BOM management with single-level part formats that recognize the materials and components required to build end parts. In addition, Epicor introduces multi-level BOM management that incorporates not only single-level components and material requirements, but also internal and external routing steps for complete end assembly visibility, planning, scheduling, and costing. Epicor introduces visual engineering technology with indented tree structures and drag-and-drop BOM management.

Routings

Detailed routings facilitate planning, scheduling and costing of products more efficiently. Everything needed to produce a product is managed in one central location.

Managing changes to routings is simplified. Changes are automatically communicated to the plant floor execution system and operators have online visibility of the latest routing production notes as well as standards and resource requirements.

Engineering Change Management

Engineering Change and Revision Control is designed to enable engineering change management, multiple revision control of products, engineering workflow management, and offers detailed cost analysis of products during the engineering process. It also includes full integration with more than 12 computer aided design (CAD) systems.

Maintenance Management

Maintenance Management provides companies with a comprehensive toolset for production and facilities equipment maintenance that is critical for running their business. It has been designed to address maintenance request processing, planned preventative maintenance (according to predefined schedules), and ad hoc break/fix maintenance processing for a single piece of equipment.

Facilities and production equipment can be scheduled for maintenance based on a pre-defined service interval, based on usage, time or via manual requests. This can include internal capital equipment, tools, gauges and fixtures, such as air conditioning units, forklifts, shelving, and shop floor tools. Once a preventative or regular maintenance work order is established, the maintenance planner can schedule equipment down time, and trades resources and materials as needed. The Maintenance Management module maintains all equipment, material, and work histories.

Planning and Scheduling

Performance-driven companies have mastered the art of predicting and responding quickly to changes in customer demand with minimal business interruption. Whether you are a global, multisite enterprise or a single site manufacturer or distributor, precise and flexible planning and scheduling is imperative to efficient and profitable operation.

Epicor offers a comprehensive solution for forecasting, material requirements planning (MRP), scheduling, and advanced planning and scheduling (APS) to meet the needs of today's agile businesses. For companies with complex processes that require project management and resource management capabilities, Epicor Planning and Scheduling offers a comprehensive solution for operational visibility.

Product Configuration

Product Configuration enables on-the-fly configuration of highly customizable and dimensional products via a straightforward question and answer evaluation. Product Configuration can be accessed from quote entry, order entry, and job entry. It is Web-enabled, and is also available to disconnected users employing Epicor Mobile Connect.

Product Costing

As a manufacturer or distributor, you consistently monitor product cost and analyze profitability as a way to pass on cost savings to customers while staying competitive. Epicor offers the flexibility and accuracy needed to analyze product cost on a customer-by-customer, part-by-part, and job-by-job basis.

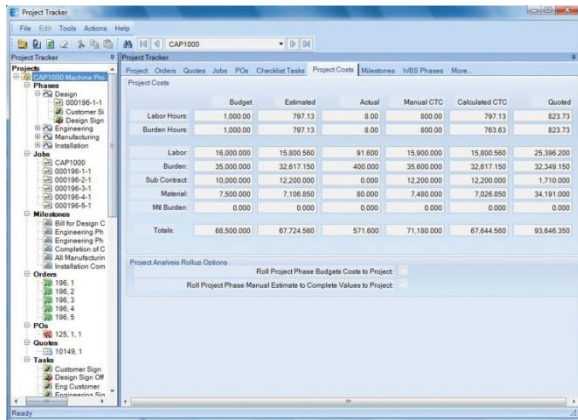
Project Management

Epicor Project Management is a comprehensive solution for project managers who plan and execute simple or complex projects that can require intricate multi-level phases as well as strict costing. Embedded within the robust capabilities of Epicor, Project Management utilizes the detailed estimation, planning, scheduling, costing, and supply chain logistics of Epicor for complete control and analysis (including cross analysis) of any project.

Supporting the needs of industries with large capital projects, Work Breakdown Structure (WBS) capabilities offer multi-level phases within a project. Fully embedded within Epicor, Project Management offers the robust Epicor scheduling engine for complete visibility and management of the project schedule. Additionally, the ability to accumulate and roll up costs for a WBS Phase to the main project, as well as support budgets, estimated completion values, calculated, estimated and actual costs accumulated at the WBS Phase level or at the project level. For complete visibility

of costs and cross analysis, all of the costs are rolled up through the project structure. Added analysis offers cross project analysis of key elements such as a material class or labor type.

Bi-directional integration with Microsoft® Office Project gives project managers an additional tool to use to manipulate the schedule and simplify the planning of any project.



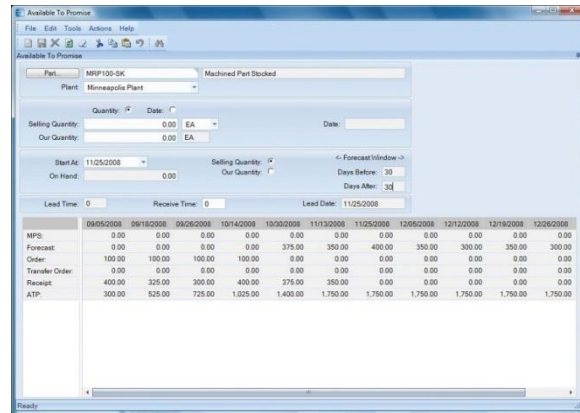
Forecasting and Master Production Scheduling

Forecasting and Master Production Scheduling (MPS) in Epicor are designed to assist manufacturers and distributors with both day-to-day control and long-range planning and decision making. Forecasting and MPS support your business strategies, as well as those businesses that operate multiple, mixed-mode strategies simultaneously. Forecasts can be generated from multiple historical sources (e.g., sales, invoice, and inventory usage history).

Material Requirements Planning

Built for the needs of the single site as well as extended enterprise, MRP offers cross plant and cross company planning. Enhanced to offer plant source as well as product group sourcing of materials and assemblies, Material Requirements

Planning (MRP) automatically and visually extends the enterprise to efficiently manage supply and demand



Scheduling and Resource Management

Multiple resource views and online scheduling offer the master scheduler and manager the ability to visually locate overload problems and slack conditions, then perform cost and throughput analysis on schedule changes before they are firmly committed

The scheduling engines uses several factors that affect production quantity, setup time, production time, capacity, priority, and so on to calculate how long it will take each job to complete. It then displays the schedule through the Job Scheduling Board, the Resource Scheduling Board, and the Multi-Resource Scheduling Board.

Advanced Planning and Scheduling

Available as an extension to Scheduling, Epicor Advanced Planning and Scheduling (APS) incorporates the strength of the Scheduling engine and enhances it with advanced functionality such as multiple constraint scheduling, a wide range of scheduling methods, visual drag-and-drop

scheduling, capability and dependent capability-based scheduling, real-time capable-to-promise functionality, and advanced material planning functionality.

Integration with Job Management and Scheduling eliminates dual entry and provides online, real-time views of the latest shop floor scheduling priorities. In addition, integrated multimedia with the Manufacturing Execution System incorporates scanned images, CAD/CAM drawings and even video operating instructions.

Production Management

Whether you manufacture complex solutions or simple products, you need strong production control in order to build a competitive advantage. As the global marketplace continues to shrink profit margins and customers become more demanding, businesses are looking for agile solutions that can provide the infrastructure they need to respond quickly and efficiently.

Epicor offers a comprehensive solution for make-to-order, mixed-mode, make-to-stock, engineer-to-order, and configure-to-order manufacturers; including light assembly features for distribution businesses. Modular in design, the production control suite of modules include Job Management, Lean Manufacturing, Manufacturing Execution Systems (MES), Quality Assurance, and Advanced Quality Management.

Job Management

Job Management is a comprehensive production control solution designed specifically for the planning, routing, scheduling, costing, and tracking of products; including assembled, manufactured, and semi-finished products. It includes innovative tools for better planning and costing with historical run analysis that compares estimates to actuals on a

run-by-run basis. With Epicor Job Management, users can more easily identify wasted processes and continuous improvement opportunities on the production floor for maximized profitability.

Manufacturing Execution System

The Manufacturing Execution System (MES) is an easy-to-use, online system for the plant floor that allows plant-based transactions real-time visibility throughout the Epicor solution. The interface is developed for end users and offers options of deployment that include touchscreen monitors as well as bar coded enablement to simplify data entry while reducing mistakes.

Epicor MES provides accurate labor reporting, a vital concern in job costing and job status. Online transaction tracking gives management a current picture of what is occurring on the plant floor by employee and job.

Integration with Epicor Job Management, Scheduling, Quality Assurance, and Advanced Material Management eliminates dual entry and provides online, real-time views of the latest plant floor scheduling priorities. In addition, integrated document management allows plant floor access to needed documentation including product drawings, process documents including multimedia videos of difficult to explain processes.

Lean Manufacturing

With increased global competition and the demands of an online supply-chain, customers have more influence than ever before. Customers are, demanding greater product flexibility, smaller, more frequent deliveries and higher product quality, at a lower price.

Businesses are widening the scope and focus of lean principles to encompass all processes that contribute to the bottom line. The true benefits of

lean thinking will only be fully realized when the entire enterprise adopts the lean ideology.

Specific functionality has been developed in Epicor for plant floor operations that are adopting work order less Kanban manufacturing strategies in part or fully to pull rather than push products through the manufacturing process. Epicor Lean Manufacturing Kanban functionality supports this.

Quality Assurance

Extending your solution with Quality Assurance ensures that complete visibility of quality operations including visibility of items in the quality process. Accurate costing demands that products moved through quality accurately reflect their value and are removed from appropriate WIP. Additionally, this module includes processes for supplier returns with links to Accounts Payable for automated debit processing; closing the loop on traceability of products in and out of quality within the plant.

You can tie together all quality functions, whether it's scrapping end parts, rejecting raw materials or tracking first article inspections. Inspectors have queues of items to inspect with full disposition and corrective action follow-up. Plant floor employees can flag parts as nonconforming, which moves them into an inspection queue. Parts that fail inspection may be flagged for review by a material review board.

Advanced Quality Management

Epicor Advanced Quality Management (AQM) provides the foundation for significant productivity improvements and cost reductions across your entire enterprise. This solution includes Product and Process Documentation, Customer and Supplier Management, Nonconformance and Corrective Action capability. These modules provide a complete framework for compliance with

regulatory and industry standards, including ISO, automotive (TS), aerospace (AS), and FDA (21CFR 11) requirements.

At the same time, you can manage financial processes for warranty issues, audit results and approval trails, which are reporting requirements for Sarbanes-Oxley and TREAD Act compliance.

Supply Chain Management

Linking the trading partners, processes and systems that make up your supply chain has become the differentiation you need to achieve industry leading performance. Removing processes that do not add value and synchronizing processes within and outside a company enable you to meet customer demands for lower cost and faster delivery. Epicor provides effective coordination from initial raw materials to the ultimate consumption of the finished product by providing the visibility you need throughout your value chain.

Epicor offers you a full range of Supply Chain Management (SCM) capabilities, built within a single business platform, based on industry leading service-oriented architecture (SOA).

SOA provides methods for systems development and integration where systems group functionality around business processes and package these as interoperable services. SOA also describes IT infrastructure which allows different applications to exchange data with one another as they participate in business processes. SOA separates functions into distinct units, or services, which developers make accessible over a network in order that users can combine and reuse them in the production of business applications.

Epicor SCM is a full suite of enterprise application capabilities including purchase management, sourcing and procurement, inventory management,

advanced material management, and warehouse management, and is complemented by order and demand management capabilities of Epicor Sales Management. Combined, you have the solution needed to satisfy customers and customer demand in today's increasingly global market place

Purchase Management

Purchase Management handles purchase order writing and the tracking of supplier performance. Detailed line items indicate planned receipts to inventory or a job, although their destination may be changed at the time of actual receipt entry. Purchase order receipt processing updates suggested supplier and detailed purchase history files, which provides continual reference to aid in making purchasing decisions. With Purchase Management, you can reduce inventory levels, improve on-time deliveries, enhance your cash flow, and increase your profit levels.

Sourcing and Procurement

Strategic sourcing is the most important, value-added activity that procurement professionals perform for their company. Doing it well requires a wide range of skills and subject matter expertise

Sourcing by "old school" methods requires an inordinate amount of time gathering and comparing offerings from multiple suppliers. Automating those tasks with Epicor Sourcing provides for online collaboration and fosters competition that amplifies the value of their work.

Electronic sourcing solutions give companies the tools they need to negotiate optimal agreements with their suppliers and to provide the best value to the organization. Left to manual methods, organizations can only afford to manage competitive bidding processes for a very small number of contracts

Inventory Management

Inventory Management provides the key functions necessary to update and maintain raw materials, WIP, and finished goods inventory quantities and costs. MRP creates inventory allocations for jobs entered through Job Management or generated from Order Management. These allocations are relieved as inventory items are issued to the job, or as purchase order receipts are posted.

Issued inventory reduces quantities on hand, which are continually replenished through the processing of purchased or manufactured item receipts into inventory. Receipt processing provides a continual update of inventory average, FIFO, lot or last costs for every item. A variety of screen inquiries provide management analysis of MRP, shortage monitoring, reorder analysis, stock status, valuation, and critical items.

Shipping and Receiving

Shipping and Receiving provides a central application within Epicor to monitor incoming and outgoing items, whether they are shipments against an order, subcontract parts being sent to a supplier, raw material being received from a purchase order to a job or into inventory, or filling an order from stock.

All activity relating to shipments and receipts can be performed and tracked. Online transaction processing promotes efficiency and ease of use, while online editing promotes accuracy. With Shipping/Receiving, a consistent interface processes all shipments and receipts in an efficient, accurate and cost-effective manner.

Warehouse Management

Management of the supply chain requires robust logistics capabilities as part of the overall system. Epicor's Warehouse Management System (WMS) leverages Epicor SOA, mobile ID data collection, and wireless communications to seamlessly link your warehouse with your order processing and manufacturing operations to optimize your pick, pack, ship, and receiving processes. With Epicor, your warehouse becomes a key part of the supply chain.

Advanced Material Management

Advanced Material Management (AMM) enables businesses to produce electronic requests for materials, dispatch those materials, and track inventory movements of all inventory including raw materials and work in process. Using wireless terminals and bar coding technology you are able to track inventory in real-time with complete control and visibility of raw materials and work in process as it travels throughout the enterprise.

Handheld

Offering, comprehensive inventory visibility and control, the Epicor Handheld module allows you to track your inventory as it moves throughout your enterprise. Through the use of barcode scanning using stationary, portable, wired or wireless (radio frequency) equipment, users can quickly complete inventory transactions as they happen on the floor. Real-time data capture eliminates the need for data entry as a second step which will aide in improving inventory accuracy and speeding up the order-to-ship cycle. Epicor Handheld transactions provide your users with event-based directing and routing of all managed tasks in real-time. Additionally, you can maintain complete transaction event history for analysis and reporting purposes.

Flexible to deploy, Epicor handheld technology uses industry standard Microsoft Terminal Services OS for handheld devices to enable virtually any

device to be used. Just like any screen in Epicor, it is highly customizable so users can change workflow, add or remove options, and even resize a bit if their devices don't fit the 240 x 320 screen size requirements.

Financial Management

Epicor Financial Management offers a refreshing new approach to business, a suite of accounting applications built for the highly regulated post-Sarbanes-Oxley Act world, built around a series of "global engines" that support effective financial management and control anywhere.

The goal is to help every business achieve sound financial management and control, from a single general ledger to the extended global enterprise, efficiently. Epicor Financial Management gives you access to real-time fiscal information and provides the modern platform you need to support business around the world.

Epicor Financial Management is distinguished by its broad focus on managing processes and resources, both within and across locations, companies, and global boundaries.

General Ledger

Epicor General Ledger (GL) is the heart of Epicor Financial Management, processing and posting all accounting transactions created throughout Epicor applications, as well as entries made directly within the ledger.

The information and controls which flow from the General Ledger system enable an organization to operate efficiently, comply with fiscal regulations,

underpin strong corporate governance, and drive enterprise performance. General Ledger provides the accounting controls and system security necessary to help ensure the integrity of your company's financial data.

Accounts Receivable

Accounts Receivable (AR) provides a comprehensive set of tools to manage your invoicing, credit, cash management, and customer management needs. Because you can specify the creation of invoices through the order release process, you can reduce billing for a different quantity than was actually shipped. With Accounts Receivable you know who is buying what, and who is paying their bills on time.

Accounts Payable

Accounts Payable (AP) allows you to enter supplier invoices for purchases that you make, then create payments for the invoices you want to pay. The system can generate payments for all invoices due, those for a particular supplier, or only for specific invoices. If a supplier calls you to discuss an invoice, you will have complete information at your fingertips and that history can be kept indefinitely.

Accounts Payable allows you to update both purchase orders in Purchase Management as well as actual job costs. Adjustments are created if the purchase price does not match the invoiced price. With Accounts Payable, you will know how much you owe and when it is due.

Cash Management

Improve cash management through the automatic handling and reporting of discounts available, payment due dates, and payment selection methods.

Fixed Assets

Effective management of corporate fixed assets is a critical task for any size business requirement. Asset Management helps you record, track, and depreciate your fixed assets for optimal utilization. Asset Management also automates the tracking and management of the asset throughout its useful life—from acquisition to disposition. Using a unified source of asset data, Asset Management gives you visibility into your assets worldwide. Standard asset management tasks—such as asset transfers, disposals, reclassifications, and adjustments can be streamlined. Asset Maintenance also works with Epicor Maintenance Management to schedule, control and track planned and unplanned Maintenance Activities against Fixed Assets and to capture the resulting costs as required.

Multicurrency Management

Multicurrency Management automates the process of both buying, and selling in foreign currencies. With tracking of default currencies as well as extensive exchange rate tables, manual transactions are reduced. You can lock transactions in at a specified rate with automatic gain or loss reporting, reducing the guesswork from handling foreign transactions.

Throughout Epicor, the currency symbol is displayed notifying the user of the currency being used.

Credit Card Processing

Epicor Credit Card Processing is an optional global solution that integrates with industry-leading Credit Card Processing solutions for managing credit card authorization, and processing.

Epicor Credit Card Processing also implements the security guidelines as specified in the Payment

Card Industry Data Security Standard including securely encrypted account numbers and key management.

Tax Connect

Collecting and remitting sales and use tax is a government-required, compulsory activity. It doesn't drive revenue and it doesn't reduce expenses. So any time or money spent on tax compliance is, by nature, non-profitable. There are more than 14,500 United States and Canadian tax jurisdictions alone and the rates, rules, and boundaries change relentlessly. Keeping up with all of the tax changes is an operational distraction and a drag on the efficiency of your organization.

Epicor Tax Connect helps eliminate the tedious work and complexity of determining tax jurisdictions of ship-to addresses, maintaining tax codes and rates, and dealing with jurisdiction-specific and commodity-specific taxation rules. Tax Connect also provides for automated generation of sales tax returns and currently supports the United States and Canada. Epicor Tax Connect is offered as a software as a service (SaaS), on-demand address validation, sales tax calculation, and sales tax reporting and returns generation.

Human Capital Management

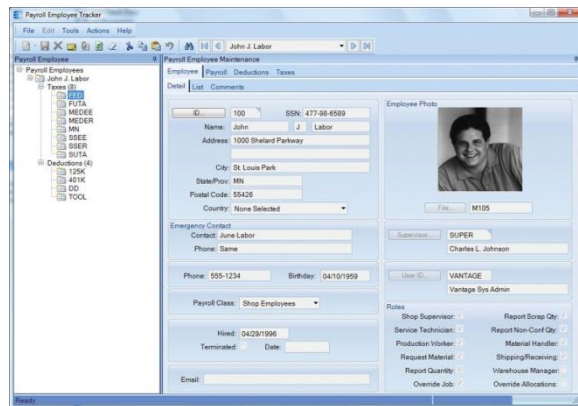
Epicor Human Capital Management (HCM) encompasses a range of solutions that help manage an organization's employees in a strategic and coherent manner.

Today's HCM solutions demonstrate the progression beyond the confines of the HR department, core payroll services and human

resource management systems (HRMS) to managing and developing talent and labor resources on a global scale, both strategically and cost effectively. Epicor HCM delivers the necessary software support for all employee-related functions whether distributed or centralized. This enables organizations to manage a geographically dispersed workforce in a global manner, ensuring support for various local payroll and legal reporting requirements.

Payroll

Epicor Payroll handles the processing of all employees' paychecks and provides necessary company and US governmental reporting. Comprehensive employee information and memo fields allow you to track employee personnel information, such as performance reviews and outside training. Because payroll is so tightly integrated with Job Management and Manufacturing Execution, you will normally only have to review your payroll entries, make adjustments, print your checks, and then post. With Payroll, there is no longer any need to have your payroll done with an outside service.



Human Resource Management

Epicor Human Resource Management (HR) is a comprehensive solution that streamlines your HR processes. It efficiently administers applicant

tracking, benefit programs, workforce training and development, complex union dues calculations and benefits, and ever-changing US governmental regulations such as EEO, VETS, OSHA, and Affirmative Action Program reporting (AAP).

Online communication via your company's intranet helps your employees stay up-to-date on their benefits, training, and life event changes. An add-on module, Epicor Employee Self-Service is designed for employee satisfaction as well as operational efficiency.

Training and Recruitment

Track your ongoing training and certification requirements online with Epicor Training and Recruitment. The Training module is used to schedule courses and instructors as well as record training history, reducing the pain of your next regulatory audit.

Employee Self Service

Epicor Employee Self-Service places the responsibility for employee and manager updates on their shoulders, freeing up the HR and payroll department personnel for more strategic activities.

Epicor Employee Self-Service allows access by employees and managers from a kiosk, your intranet, or the Internet. Both Manager and Employee Self-Service are designed to be extremely easy to use, so even individuals with little or no computer skills can easily navigate through the system with minimal effort.

Enterprise Performance Management

Today, decisions are being made top down and bottom up on a daily basis that affects overall business performance. In response, a new breed of enterprise business application has emerged that includes operational tools that measure performance as business happens; managing workflows, and alerting people as they work. Today's information workers want decision support in real-time, and they want it deployed in the tools they already use, day in and day out.

Epicor Enterprise Performance Management (EPM) is an end-to-end solution through a combination of intuitive user experiences, user driven key performance indicators (KPI), and pre-packaged analytics that have real meaning to the business. Epicor EPM leverages the advanced analytic capabilities of the Microsoft platform and incorporates modern Web 2.0 concepts for ease of use and business results.

Trackers and Dashboards

Built directly into all Epicor applications, Epicor Dashboards permit the combination of multiple capabilities such as inquiries, ad-hoc reports, workbenches, graphical analyses, tactical business intelligence, alerts and business monitoring—all in a single dashboard. They provide a robust one-stop interface that replaces traditional menu systems with personalized role or context based views and links into core transactions of the system. In addition, they put the visual indicators and functions you use the most right at your fingertips.

Dashboards enable users to develop their own workbenches using a series of online views of information such as a tracker. From a tracker, “open with” technology is deployed to drill into any part of the system, whether it is to enter a new order, modify an existing one, or update a customer record.

The power of Epicor Dashboards is in its ability to act much like the instrument cluster of your car. The Dashboard is used to provide real-time exception-driven indicator flags which alert you to possible problems in your business. From these business activity indicators, you will be able to easily drill down to appropriate parts of the system to see more information.

Through integration with the Internet, Dashboards can merge Epicor application and external data as one to help drive your daily activities. From monitoring your employee intranet site to live access to industry-related Web sites, each Dashboard contains the information you and your employees need to more proactively run your business.



Advanced Financial Reporting

Epicor Advanced Financial Reporting (AFR) allows the creation and distribution of professional financial reports to company stakeholders. It allows the management and viewing of financial data in a user friendly and easy-to-use environment.

AFR creates reports using the elements familiar to an accountant or financial professional. These include spreadsheet terms such as rows and columns. It also provides an additional element of reporting hierarchy or trees allowing the viewer to generate the report for the area of the business which is their responsibility. Because the reports are parameter driven, the viewer can generate the report at any time by selecting the parameters of time, company, book or organizational element as required without the need for intervention by the financial team.

Budgeting, Planning and Forecasting

For those companies that need advanced analytics such as budgeting and planning or advanced forecasting, Epicor offers EPM Canvas Planning Server. This platform is extremely flexible and scalable and can easily handle very large implementations across multiple installations, as well as managing mixed content from multiple sources.

Many organizations need to have more control over their budget process or want to be able to test various business scenarios before they are actually deployed internally. At the same time, they also want to have an easy and flexible environment that most people are familiar with to reduce education. EPM Canvas Planning uses Microsoft Excel®, Microsoft SQL Server™, Microsoft SQL Server Analysis Services™ and EPM Performance Canvas Server to create a very powerful platform for advanced and collaborative Budget, Planning and Forecasting—even for very large organizations.

Operational Data Store and Data Warehousing

Epicor next-generation enterprise applications offer far reaching business functionality that spans literally hundreds of business processes, backed by an ever growing transactional database of information. Business performance is based not just on how these applications help run day to day processes but by how they support greater business insight – from historical reporting to advanced analysis. At the same time, although your Epicor applications are optimized for transaction processing, ad-hoc inquiries and scheduling, a more advanced solution is required when reporting and inquiry volumes increase and for longer term performance analysis.

In order to manage this need, Epicor EPM offers a comprehensive set of tools that take online transaction processing (OLTP) source data from your Epicor applications and turn it into actionable analytics.

EPM Content Packs

Epicor offers a comprehensive analysis platform. Powerful and yet flexible, the Epicor analysis environment is designed to fit organizations of different sizes and in differing industries. Offering end-to-end performance analysis, Epicor delivers EPM Canvas, SharePoint Web Parts, Executive Dashboards, Excel and Crystal Reports® for ad-hoc reporting.

Epicor EPM Content Packs provide the quickest and easiest way to get up and running with advanced analytics from your Epicor system. It consists of pre-packaged OLAP cubes supporting over 250 predefined key performance indicators (KPIs) that industry leaders use to measure enterprise performance. All content packs can be deployed against a single company or against multiple companies for cross company analysis of trends and performance.

Pre-defined Content Packs offer numerous analytical dimension and measure combinations, reducing to zero the time needed to create OLAP cubes based on common decision support needs by functional area.

- Sales Management
- Production Management
- Material Management
- Financial Management

Scorecards and KPIs

Individual Key Performance Indicators (KPIs) and combinations thereof, typically known as Scorecards, bring together high level visualization of business processes and business events, so that you can monitor your organization and carry out benchmarking or performance based management. Epicor EPM delivers this level of business insight via a solid and highly productive foundation to make it easier than ever to raise business performance to the highest level.

EPM Canvas

Many of the existing tools available today for KPI and Scorecard creation require data warehousing and business experts to combine for often lengthy project development. Even then, many scorecards remain static in terms of what they are measuring, and are not normally designed to handle ad-hoc analysis, which is simply a competitive prerequisite.

Epicor EPM Canvas is a new breed of native web application designed with user self-service in mind, and for enabling agile response to new and changing business problems and opportunities. It does not demand the deep knowledge of a business intelligence (BI) professional. Instead it is designed for business users without any particular BI knowledge and uses only business terminology. Merging the two disciplines of performance management and business intelligence, Epicor EPM Canvas not only monitors but aligns and measures an organization against set goals.

Governance Risk and Compliance

Achieving visibility and effective controls within the enterprise can be a formidable challenge when many of the processes and procedures in place

remain manual and fragmented. Effective Governance, Risk and Compliance (GRC) initiatives help companies, and their employees stay compliant, and ensure that employees and partners at all levels of the organization are aware of the associated risks of non-compliance.

Epicor GRC is delivered through a combination of embedded capabilities, modules and related services. Compliance is at the heart of the design of Epicor software and makes every effort to ensure that any new functionality is consistent with published international standards and best practices. These include corporate and financial governance published standards such as International Financial Reporting Standards (IFRS) and Generally Accepted Accounting Principles (GAAP) while also incorporating support for international trade standards such as the Restriction of Hazardous Substances Directive (RoHS), Waste Electrical and Electronic Equipment (WEEE) Directive, and the North American Free Trade Agreement (NAFTA)

Global Business Management

Whether through acquisition or organic growth, more and more companies are wrestling with the complexities of managing multiple business entities. Epicor Global Business Management ensures that no matter how distributed your organization becomes you can maintain business without barriers.

Managing disparate business units offers unique challenges and opportunities with respect to centralized or distributed operational control, enterprise-wide visibility, inter-company supply chain management, and financial consolidation. To support the needs of today's increasingly distributed business; Epicor offers robust global business functionality within its design.

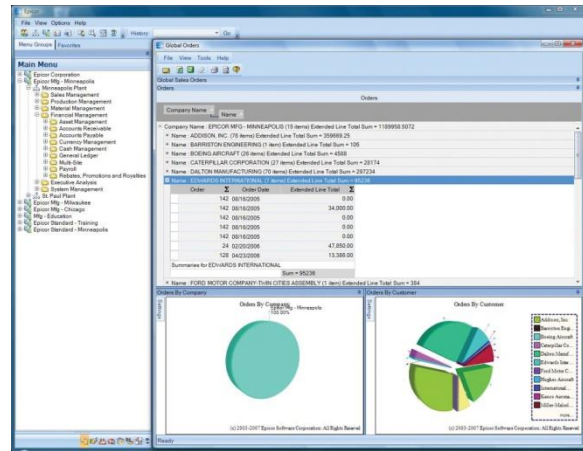
Alongside comprehensive multicompany functionality is end-to-end multisite management which provides companies with multiple facilities and flexible options when setting up operations. Some companies may prefer to run most business functions centralized within the same company but at multiple facilities, or they may run completely separate company entities with the ability to consolidate financial information at month or quarter-end. No matter how you choose to define your business, Epicor supports transactional functions between systems and entities including inter-company transactions such as inter-company orders, transfer orders, and shipments between plants and warehouses. Epicor facilitates these scenarios within a single application that is flexible enough to grow with you as you expand your business. Epicor Global Business Management offers organizations the essential tools needed to create and maintain a single accurate perspective.

Multicompany Management

Epicor Multi-company Management capabilities can assist your business in consolidating operations such as procurement and accounts payable as well as offer enhanced tools to improve operational visibility across companies.

Automation of inter-company financial transactions as well as financial recognition optimizes enterprise performance to shorten lead times on key product lines. Additionally, from a financial perspective, multicompany organizations may choose to not only report as individual entities but also consolidate multiple currencies and report across business entities to a single consolidation company.

Underpinning this functionality is a complete technology framework to support global enterprises that is scalable, offers choice in deployment, and includes a set of productivity enhancing tools designed for global business operations.



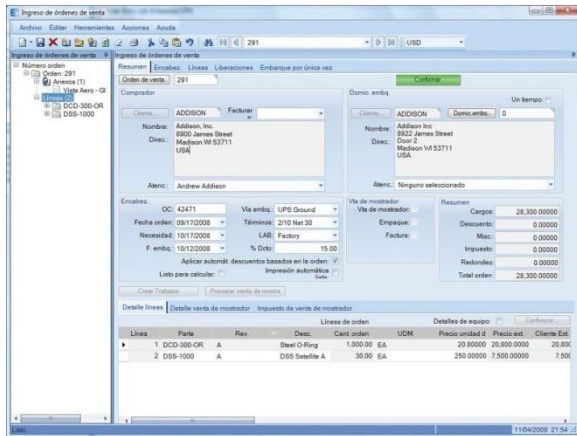
Global Multisite Management

Best-in-class enterprises are outpacing their competitors today with new initiatives to drive out redundancies in corporate operations. Maximizing the use of internal supply chain resources can be a key differentiator. Supply chains demand synchronization of production with distribution and logistics. This is most effectively accomplished with a single system providing visibility and consolidation of resources in multiple facilities. Companies may also prefer to run business functions centralized with separate production and distribution functions, or they may run them separately with the ability to consolidate financials at month- or quarter-end. Epicor supports both scenarios within one application. Multisite Management provides support for centralized accounting and purchasing, while allowing separation of production and distribution facilities.

Financial consolidation through Epicor Multi-company Management is only one way that Epicor Multisite Management helps businesses achieve their goals. For example, manufacturing and distribution organizations can leverage the planning and scheduling efficiencies with Epicor's multi-plant functionality. Not only are manufacturers and distributors looking for new tools to oversee multi-plant and warehouse operations, they are also looking to maximize the use of existing resources.

Multilingual Data Management

Corporate growth and expansion inevitably leads to new markets and new geographies. Epicor Multilingual Management, alongside Epicor Global Configurable Engines facilitates this growth, with resources that can manage your business wherever you take it, or it takes you, with support for country-specific requirements around tax, currency and languages.



Master Data Management

As organizations grow, decentralize, or make acquisitions, the potential for, inconsistent versions of the same data in different parts of the company can cause real problems with the quality, reconciliation and, possibly, redundancy of data. The recent emphasis on regulatory compliance, the advent of Service-Oriented Architecture (SOA), and mergers and acquisitions has made the creation, stewardship and maintenance of accurate and complete master data a business imperative. Epicor Master Data Management (MDM) can help to ensure that your Multicompany and Multisite data meets regulatory requirements and also provides the consistency needed for real-time distributed operations.

Business Architecture

Epicor ICE is the business architecture that underpins the Epicor enterprise business software and offers a true service oriented architecture (SOA), Epicor True SOA™. This agile business process enabling technology builds on an already complete and robust framework. The toolset is helping customers to both use and enhance Epicor applications at a business as opposed to a technology level—with minimum overhead.

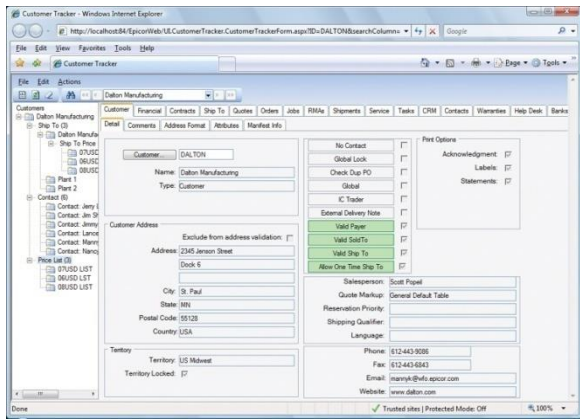
User Experience

Epicor ICE delivers user interface (UI) options that are at once easy to use, rich and intuitive, and give users choice in deployment and experience. Unique technology within Epicor ICE offers the ability to have multiple user interfaces interact with the same SOA-based business logic simultaneously including a “Smart Client,” a Web browser-based Client, or Microsoft Office applications. All UI options are intuitive, flexible, aesthetic, and promote user productivity.

Epicor Everywhere Framework

Today many enterprise applications are being rewritten to support mobile devices and browser-based clients, which provide more convenient access to business information and easier deployment. These clients are generally considered “zero-footprint” or “thin” clients. Rather than rewriting our application forms to support mobile devices and the Web, we developed the Epicor Everywhere Framework, a unique technology that stores all client business logic as tagged XML metadata.

This permits Epicor applications to run as smart clients or Web clients or on mobile devices, all from the same source code. This framework also ensures that user customizations and personalization remain intact, whatever the UI.



Epicor Smart Client

Epicor takes full advantage of Microsoft's .NET smart client technology to deliver an easy to use, rich user experience in a traditional local client environment. Smart clients are easily deployed and managed client applications that offer users a powerful interactive experience—an experience that takes advantage of local resources to connect intelligently to distributed data sources. Business workers can take advantage of increased opportunities to extract, consume, analyze, and distribute information to help create new products, expand into new markets, streamline business procedures, and provide better operational control. The Epicor smart client delivers the functionality that users expect, including: tear off sheets; user sizeable screens; navigation trees; non-modal forms; publish and subscribe; advanced searches; drag and drop attachments; drill down navigation and exploration; and HTML online help and tutorials.

Embedded tools allow you to personalize and customize forms to meet your processing preferences.

Epicor Information Worker

According to current industry surveys, desktop productivity tools are used by 95% of business workers, with Microsoft Office as the standard for desktop applications. Epicor Information Worker provides a secure, seamless interface to your Epicor application from within Microsoft Outlook®, Microsoft Excel, or Microsoft Word®, blurring the lines between enterprise software and desktop productivity software to create a single immersive solution.

Epicor Information Worker lets you view, modify, and update business data from within familiar Microsoft Office applications.

Business Activity Query

Every business needs an intuitive and easy to use query engine, and to accomplish this, Epicor created business activity query (BAQ) which allows you to create personalized queries or to copy standard queries. Once the query is created, it can be used throughout the application—to generate Crystal Reports, for quick searches, to support Portal views, or to view results in a Dashboard. Epicor BAQ lets you create queries that display the data you need, when you need it.

Epicor Portal

It is essential to have current enterprise data at your fingertips to make the decisions that drive your business to success. But sometimes important business decisions need to be put on hold because you have to wait for someone else to get you the data you need to make those important decisions. Epicor Portal can help by providing the framework and tools that allow you to gather and share enterprise data without having to depend on others. With Epicor Portal, you can get the information you

need from your enterprise system when you need it, without having to wait in line.

The screenshot displays the Epicor Portal Executive Page. The main section is titled 'YTD Global Orders' and contains a table with columns for Customer, Estimated Gross Total, Number of Orders, and Avg Selling Price. Below this is a 'Cash Receipts by Period' table with columns for Fiscal Period and Cash Receipts. A 'Current Backlog Report' table is also visible at the bottom.

Customer	Estimated Gross Total	Number of Orders	Avg Selling Price
Carlson Manufacturing	\$1,547,895.02	67	\$22,951.26
Adrian, Inc.	\$11,246.71	12	\$930.89
Edwards International	\$1,630,622.00	11	\$148,238.36
Draper Corporation	\$40,379.00	8	\$5,047.38
Tony Corporation	\$65,811.00	7	\$9,401.57
International Business Machines	\$33,217.00	8	\$4,152.13
Kenac Appliances	\$146,400.00	8	\$18,300.00
Smith Testing	\$261,085.00	8	\$32,635.63
Barrett Engineering	\$10,779.00	8	\$1,347.38
Canadair Corporation	\$10,845.00	8	\$1,355.63
Barrett Engineering	\$11,211.00	2	\$5,605.50
Food Motor Company/Team Glass Assembly	\$68,400.00	2	\$34,200.00
Hall Manufacturing	\$146,400.00	2	\$73,200.00
Hughes Aircraft	\$11,810.00	2	\$5,905.00
Canadair Corporation	\$1,000.00	2	\$500.00
Vantage Mfg - Chicago	\$3,440.17	1	\$3,440.17
Hill-Maclean Timber Products	\$1,000,000.00	1	\$1,000,000.00
Production Engine Limited	\$7,023,031.47	1	\$7,023,031.47

Epicor Portal Customer Content Pack
Epicor Portal Supplier Content Pack

Epicor Mobile Access

In Epicor ICE the Epicor Everywhere Framework™ is extended to support mobile dashboards which are rendered as Web applications/. These may run on a number of mobile devices including Android, Samsung and iPhone™. Since the mobile dashboards that support Epicor Mobile Access are built using the dashboard technology and Updatable BAQ technology, it is simple to create Web applications that implement business functionality on mobile devices. Epicor ships with sample mobile forms that can be copied, modified, and customized to meet specific business requirements.

Business Process Management and Workflow Management

Epicor takes into account the real-life circumstances that define your complex and dynamic business environment, both during planning and the actual process. Embedded within Epicor applications is a comprehensive and flexible workflow solution that gives you the tools you need to respond quickly to critical business

requirements. The workflow facilities available within Epicor enable you to quickly begin managing and automating even the most complex business processes, including working toward ISO certification. Epicor Workflow Management is comprised of five major components: Task Management; Workbench Views; Business Activity Management (BAM); and Business Process Management (BPM).

Workbench Views

Epicor provides a series of role based workbenches to streamline and expedite workflows throughout your company. Workbenches provide a focused, paperless, single entry point from which internal and external users can automate and execute routine processes. Epicor comes with many predefined workbenches including buyers, planning, engineering, inspection, service, sales, credit manager, and plant workbenches.

Business Activity Management

Epicor extends Workflow Management with integral business activity management (BAM).

BAM enables you to build simple proactive business rules into any of your system transactions and has four major components:

- Change Log
- Alerts
- Execute Processes
- Manage Exceptions

Epicor Business Process Management (BPM)

Building on and extending beyond the simple rules enforced by BAM, Epicor Business Process Management is all about identifying and improving processes to make your business more efficient,

more disciplined, and better able to adapt to change. Epicor incorporates BPM technology to enable organizations to automate and streamline business processes for continuous improvement. Epicor BPM augments your current efforts of continuous improvement by allowing you to more closely tailor your Epicor solution to reflect the best practices you have developed.

Epicor BPM supports seamless integration and workflow capabilities. When coupled with Epicor Service Connect, Epicor BPM gives Epicor customers seamless integration capabilities with any service driven application. Epicor BPM automates delivery of information to customers and suppliers directly from within the Epicor application. As an integral part of the Epicor business architecture, Epicor BPM provides a layer to each Epicor service for applying rules and conditions whether the service is called from a client, another service, or another program. Epicor BPM includes the ability to track data changes within the database and automatically send alerts or print reports when change events occur.

Epicor Service Connect

Epicor Service Connect is a powerful business integration platform, functioning as a central integration point for secure workflow orchestrations within Epicor applications as well as external connectivity to Epicor and non-Epicor applications.

Epicor Service Connect promotes lean principles. Users can automate tasks and processes within the application to promote lean principles, continuous performance initiatives and Six Sigma quality within the organization or across the supply-chain.

Built to support collaborative processes, Service Connect links different business entities, applications or users using open, industry wide standards and technology that enables businesses to

deploy solutions— confident that their investment will remain intact for the future. Service Connect harnesses the openness of XML and includes service-bus functionality for Security, Messaging, Orchestration, Transformation, Scheduling, Notification, and Exception Handling to deliver rock-solid reliability combined with ease of use.

Enterprise Content Management

Enterprise content management (ECM) supports paperless operations and reduces document control costs by enabling users to easily add documents and retrieve information from nearly everywhere within the system. Epicor ECM delivers essential attachment/document management capabilities by extending them to include use of Microsoft SharePoint (SQL Server®) document repositories. This means that document versioning is also supported along with the option to integrate to other best-of-breed document management systems.

Enterprise Search

Today's business workers are typically savvy internet users in their personal lives and have come to expect the same sort of access and community in their business lives. By utilizing Web 2.0 technologies and the building blocks of Microsoft Search, such as SQL Full Text Indexing, Epicor delivers "Enterprise Search", a "Google" like search tool that brings the personal Internet experience to the workplace. Enterprise Search provides embedded search capabilities through tag clouds of Epicor structured data that span all Epicor applications built upon it and extends beyond enterprise data, to un-structured data (Word documents, etc) if desired, and in a secure manner. Epicor Enterprise Search also supports extensible actions from search results including task specific actions, internal and external Web service calls and direct links to applications or application forms in context.

Subscription Services

Epicor ICE extends simple syndication (RSS) subscription capabilities to Epicor application data. This means that business users may subscribe to specific information that they wish to be kept appraised of. One area where this is enabled is within Epicor Portal, where the entire schema of Epicor applications is accessed for end-user query development and Web deployment. By subscribing to a particular query using RSS, users will see information proactively pushed to them when the data behind that query changes. For example, a user may wish to attach an RSS feed to a particular contact at a customer site. Any time something happens to that contact they can receive a note about it. RSS information can be pushed to your container of choice including the RSS Feeds Outlook Syndicated Content (RSS) Directory within Microsoft Office or via Windows Vista® Gadgets.

Composite Applications

Enabled by the Epicor Everywhere Framework, Epicor application Web forms generated from XML metadata, and their related linked business logic, can be used in composite application development. Each Web form supports publication and subscription, allowing specific business functionality to be "mashed-up" with other line of business developments.

Epicor Portal Mashups

Within Microsoft Office SharePoint Server it is possible to build composite applications that combine various connected Web Parts, such as Epicor Web forms, Epicor Portal Web queries, Epicor Enterprise Performance Management (EPM) analytical Web parts, and more

Mobile

Enabled by the Epicor Everywhere Framework, Epicor application Web forms generated from XML metadata, and their related linked business logic, can be accessed via mobile devices. Additionally, Epicor EPM key performance indicators (KPIs) can also be deployed direct to mobile devices and include full search capabilities to rapidly find and drill-down to applicable data.

System Tools

Epicor ICE offers a series of system facilities and tools to enable the effective management of Epicor applications, extending to system security, document management, advanced software development, software deployment, and product documentation.

- Centralized Administration Console
- System Monitor
- Integrated E-mail

- Separation of Epicor ICE from Epicor Applications
- Extended Reporting Framework
- Customizable Printed Forms
- Auto Print Control
- Advanced Print Management
- Multicompany Menu
- Operating System Security
- Method Security
- Data Level Security
- Security Reporting
- Online Edits and Audits
- Date and Time (Using Server Time) and User Name for Auditing
- Support for DBAudit
- Software Development Kit
- Epicor Documentation and Content Delivery

Epicor offers an approach to documentation and content delivery that puts relevant, context driven information in the hands of stakeholders and end users. This comprehensive solution set shortens your return on investment while maximizing utilization of your investment in Epicor.

Epicor deploys a worldwide team of dedicated content writers and trainers to bring together the feature summary, online help, technical reference user guides, online training courses, and online tutorials through a single-source technology.

About Sheldon Needle



A former CFO, consultant and software designer, Sheldon Needle has authored or co-authored more than 20 books on software selection and has contributed articles to major publications, including the Journal of Accountancy and Nation's Business. CTSGuides.com has the distinction of being the very first company to do hands-on, independent evaluations of software for the middle market.

Sheldon speaks with business owners and managers every day about software selection and makes personalized recommendations based on their needs and budget. He is widely known and respected throughout the business software community for his independence, integrity and expertise.

As part of registering for our free software selection kit, you receive a 15-minute consult with Sheldon. Sheldon understands financial and business issues and speaks your language.

He knows the leading software companies—how they compare, their strengths and weaknesses, where they fit into the market and which ones would be suitable for your business.