



Epicor for Retail



Retail Suite

- Planning
- Sourcing and Product Development
- Merchandising
- Point-of-Sale
- Cross-Channel Order Management
- Customer Relationship Management
- Sales Analytics
- Loss Prevention
- Financials
- Retail Services

Epicor Software Corporation is a leader in software and services for the real-time retailer who seeks to deliver best-in-class customer service. Our integrated, full-featured, scalable and global solutions help retailers optimize the customer experience and improve their bottom lines.

- Build sales and profitability
- Increase customer loyalty
- Sell cross-channel
- Create efficiencies
- Save-a-sale
- Improve controls
- Know your customer
- Make better decisions

OVERVIEW

“Our mission is to provide state-of-the-art technology to improve customer service and reduce operating costs for the retailers we serve. Our success in this mission depends upon delivery of the highest quality software, services, and hardware products in the industry.”

Epicor Solutions:

- Planning
- Sourcing and Product Development
- Merchandising
- Point-of-Sale
- Cross-Channel Order Management
- Customer Relationship Management
- Sales Analytics
- Loss Prevention
- Financials
- Retail Services

Epicor Software Corporation is a recognized leader dedicated to providing end-to-end software solutions to companies around the world. The company’s award-winning solutions include financials, enterprise resource planning, supply chain management, and retail management. Epicor serves more than 20,000 customers in over 140 countries. Our global capabilities allow us to be where you are—enabling us to support your needs now and in the future.



Epicor believes that by delivering an exceptional customer experience, retailers will out perform their competition. This can only be done with a fully integrated enterprise selling infrastructure that provides consumers the convenience of shopping across channels on their terms, while giving the retailer the means to exceed customer expectations and extend brand loyalty. Real-time accurate information at the point of service, whether in the store, call center, online, kiosk, or distribution center, is the key to creating successful multi-channel selling strategies.

Developed with years of experience in a wide range of retail settings, Epicor for Retail has evolved to become a market-leading suite of end-to-end solutions from store to enterprise applications. Epicor solutions help retailers integrate their sales channels, order management, inventory and other operations in order to have the right information at the right time. Each of our software products is built on a solid, open-standards-based architecture with deep functionality and flexibility to protect a retailer’s current IT investments and to support future business needs.

Consistently ranked as a top performer by analysts and other industry influencers, Epicor has a long history of delivering superior software, unmatched service, and reliable operational support to hundreds of Tier 1 through Tier 4 general merchandise and specialty retailers.

Planning

Epicor Planning combines Merchandise Planning and Assortment Planning with rich visual tools to let you identify what's needed at both the chain and store level, and develop effective inventory models that will maximize your sales while minimizing risks. This powerful software links your financial plans, assortment plans, buying plans and individual store plans.

Sourcing and Product Development

Epicor Sourcing and Product Development, streamlines the process of obtaining merchandise quickly and at the lowest possible cost. It centralizes workflow management via the Web to control vendor negotiations, production, and logistics tracking, bringing your products to market faster and more profitably.

Merchandising

Epicor Merchandising is a set of powerful tools to make better decisions, create efficiencies, and build sales and profitability. Its core applications include tools to manage items, purchase orders, and prices. It includes the tools for your Distribution Center to ensure accurate receiving and efficient distribution to your stores. The sales audit functions allow you to have exception-based controls, ensuring data integrity. Detailed customer sales analysis gives you the information to build and broaden sales through your customer base. It also includes key applications for replenishment, merchandising reporting, basic loss prevention and interfaces for accounting.

DATA WAREHOUSE

Epicor Data Warehouse is your tool to easily transfer the rich data in our systems into the report you need, resulting in better insight and better decisions. Data Warehouse links the expertise of your staff directly to critical data, letting them apply their intuitive knowledge of your retail business to trends, patterns, and sales statistics that are instantly accessible.

ALLOCATION

Epicor Allocation is a "closed-loop" solution that streamlines and automates the allocation process. Allocation links purchasing, receiving, and transfer modules with the Epicor Data Warehouse, putting all the critical allocation information at the allocator's fingertips.

TRANSFERS PLUS

Epicor Transfers Plus is the right tool for easily balancing your inventory by taking the guesswork out of stock balancing and consolidation. Transfers Plus allows your merchandisers and inventory management specialists to analyze, decide, and initiate stock balancing activities easily and with store accountability.

WAREHOUSE MANAGEMENT

Epicor Warehouse Management is tightly integrated to the merchandising toolset, helping you enhance productivity and improve overall warehouse efficiency. Warehouse Management provides EDI support for receiving, RF based tools for carton packing, full ticketing functionality, SKU or carton-based inventory tracking and more.

ORDERS & FULFILLMENT

Epicor Orders & Fulfillment is a complete order processing, fulfillment, and customer service application designed for the all-channel retailer. Our full-featured order processing system includes multiple ship-to addresses, automated electronic payment, and shipping system interfaces.

ECOMMERCE

Epicor EComm provides Web site design capabilities to create a site that surpasses all your competition and creates repeat customers. Our seamless integration between your ecommerce site and the merchandising system for your physical stores allows merchandisers to manage the Web store through an easy user interface.



"Merchandising augments the experience and judgment of your staff with reliable, accurate, and timely data."

Store Suite

POINT-OF-SALE

Epicor Point-of-Sale, developed in Microsoft® .NET, is a robust POS and store-system suite with high ROI applications. Real-time central features to improve service and drive sales include CRM, stock location and order management, return/exchange management, and mobile functionality. Store suite also has a full compliment of back office functions and applications such as a manager's dashboard, inventory management and time and attendance.

RETURNS MANAGEMENT

Epicor Returns Management is a multi-channel, returns management application enabling retailers to ensure accurate refunds and reduce refund fraud, while improving customer service and employee compliance. Returns Management provides stores real-time access to all transaction details throughout the chain, including original purchase with promotional pricing, subsequent return history and an accurate return value.

MOBILE STORE

Epicor Mobile Store extends key store functionality beyond the cash-wrap and manager's workstation. With a wireless device running Mobile Store applications, store managers and sales associates can enhance customer service and productivity by performing line busting, item lookup, remote manager authorization, and inventory management as well as review the electronic journal and retail mail remotely.

CENTRAL CONFIGURATOR

Epicor Central Configurator delivers a state-of-the-art remote systems management solution to retailers who need up-to-the-minute, centralized control of store configuration profiles. Central Configurator enables retailers with the power and flexibility to remotely and timely change business rules related to policy and procedures, payroll, security, marketing, taxes, inventory and so much more, for one store or a grouping of stores.

Cross-Channel Order Management

Epicor Enterprise Selling combines a real-time inventory manager and configurable order manager to integrate inventory transaction processing of multiple sales channels allowing you to sell merchandise and satisfy customer demand from anywhere in the enterprise.

Customer Relationship Management

Epicor Retail CRM provides multi-channel collection of data for customer analysis and segmentation, campaign management and loyalty points program management. Retail CRM is designed to enable marketing and your sales channels to deliver a higher level of real time one-to-one target marketing and personalized customer service at all points of interaction.

Sales Analytics

Epicor Sales Analytics provides the connectivity between your sales channel activity data and your host systems enabling retailers to manage and streamline their audit process through our integrated, intuitive interface.

Loss Prevention

Epicor Loss Prevention is an intuitive, browser-based, application with powerful ad-hoc reporting and point-and-click analysis tools. At the home office or in the field, investigators can quickly identify suspicious patterns of activity, create and evaluate exception reports to track potentially fraudulent activity, investigate individual employee behavior, and quickly build cases for prosecution or dismiss innocent activity.

Financials

Epicor Retail Financials Suite is a comprehensive end-to-end suite of proven financial applications for the global enterprise that enables your organization to operate efficiently, comply with fiscal regulations, underpin strong corporate governance, and drive performance. Retail Financials is integrated with Merchandising for posting general ledger and accounts payable and receivable invoices as well as updating chart of accounts, customers and vendors.



Retail Services

Retail is our only business. That means we understand your needs and offer various services to make the best use of your technology investment and reduce your total cost of ownership.

INTERNATIONAL HELP DESK

We serve thousands of retail locations worldwide, 365 days per year, 24 hours a day. Our “single point of contact” philosophy allows our retailers to provide their stores with one phone number for complete support. We use remote access to dial into our supported stores, giving us visibility to the immediate issue. Edit or view the real-time status of your help desk tickets by using our online Dashboard Reporting tool. You can be assured that no matter what the issue, Help Desk has access to all departments within Epicor to provide your stores with prompt and efficient resolutions.

ROLLOUT/UPGRADE/INSTALLATION/SUPPORT

We work with the installation technicians, store managers, and corporate staff to make sure all systems are set up and configured as planned. Installation support includes checking for network connectivity and confirming with store managers that the registers and back office devices are all functioning.

RE-DISTRIBUTION CENTER

Our Re-distribution Center (RDC) is a 50,000 square-foot professional center equipped to handle large scale deployments. We provide hardware and software deployment for rollouts including complete software installation and testing. We also provide storage for depot stock enabling customers to have replacement systems—quickly loaded and shipped. We work closely with the Help Desk resulting in fast turnaround when critical equipment is needed. You can access your inventory levels using our online Dashboard Reporting. An RDC Coordinator can quickly report trends and low stock levels. Our Evaluation Department is responsible for making sure stock returned to our RDC is in 100% working condition. Whatever hardware, inventory, depot or imaging needs you have, our RDC will work efficiently to provide you with superior service.

PROFESSIONAL SERVICES

We provide the right expertise the right way. Our service professionals allow you to focus on your business while we facilitate each project aspect. Our team has years of experience in the management, deployment and support of large and complex systems. Our team includes project

management, solutions implementation, advance support, and customer account management. Utilizing the industry's best practices and our structured methodologies, we will guide you from defining the project to the deployment of our systems.

SOFTWARE CUSTOMIZATION

If meeting your requirements involves custom programming, our customer development team will tailor our software to meet your unique needs. Starting with our standard Business Process Review (BPR), the Application Analyst will gather your requirements and develop a detailed specification which is subsequently utilized by the Programming and Quality Assurance teams. Each cycle of the development phase is managed and tracked in our Incident Management System, accessible to customers with up-to-the-minute information.

LEARNING SOLUTIONS

Our Learning Technology Group is committed to helping your associates and managers perform at their full potential. We'll work with you to determine the optimal delivery method for your organization, selecting from computer-based training (CBT), video, classroom and train-the-trainer sessions, store manuals, flipcards, and more. Our custom-produced digital multi-media and e-learning courseware offer the power of real-world simulation and interactivity, plus built-in tracking of training results. We also offer customized lessons on key retail topics such as customer service, product knowledge, and safety.

TEST CENTER

We maintain a large, highly automated test center at our Newburgh, NY site. The test center houses exact replicas of our customers' application environments providing state-of-the-art support, rapidly and effectively.

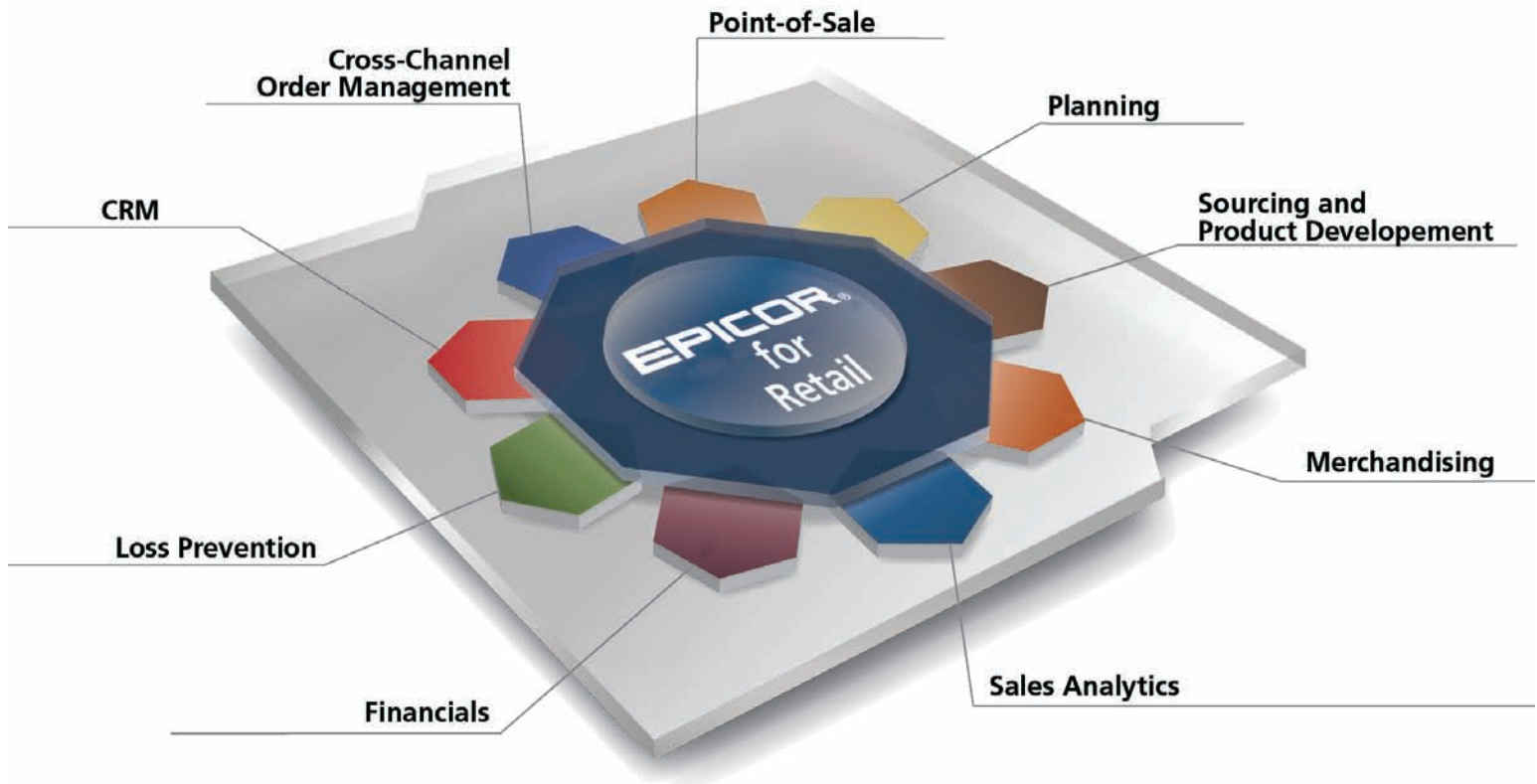
POLLING AND DATA TRANSFER MONITORING

We will support your store polling system to help ensure smooth operation. This service includes verification and daily reporting on the status of all sites, evaluation of missed sites, and logging and reporting of system status.

CORPORATE APPLICATION SERVER HOSTING

We provide various levels of support for your corporate-based applications. Our offerings include a fully hosted environment in which we will provide the hardware and software in our facility and manage those systems and applications for you. We can also provide a managed services solution in which you own the hardware and software licenses and host those systems in your facility. We then manage those systems for you remotely.

Epicor for Retail



EPICOR

Worldwide Headquarters
18200 Von Karman Avenue Suite 1000
Irvine, California 92612 USA
Toll Free: 800.999.6995
Phone: 949.585.4000
Fax: 949.585.4419
www.epicor.com

Epicor for Retail Solutions
15 Governor Drive
Newburgh, NY 12550
United States
Phone: 845.567.1234
Fax: 845.567.1244
retailsolutions@epicor.com

Europe, Middle East and Africa
1 The Arena
Downshire Way
Bracknell, Berks RG12 1PU
United Kingdom
Phone: +44.0.1344. 468.468
Fax: +44.0.1344. 468.010

Epicor Asia Pacific
238A Thomson Road #23-06
Novena Square Tower A
Singapore 307684
Singapore
Phone: +65.6333.8121
Fax: +65.6333.8131

Epicor Australia and New Zealand
Level 32, Northpoint
100 Miller Street
North Sydney NSW 2060
Australia
Phone: +61.2.9927.6200
Fax: +61.2.9956.8976