

Epicor Retail Suite

EPICOR



Epicor Software Corporation is a leader in software and services for real-time specialty and general merchandise retailers who seek to optimize performance, increase sales, and deliver best-in-class customer service to help retailers grow and increase profits. Our end-to-end, scalable, and global solutions consist of:

- *Planning and Assortment Planning*
- *Sourcing and Product Lifecycle Management*
- *Merchandising*
- *Store and Mobile Store*
- *eCommerce*
- *Cross-Channel Order Management*
- *Customer Relationship Management*
- *Audit and Operations Management*
- *Business Intelligence*
- *Secure Data Manager*
- *Financials*
- *Services*

Epicor Retail Suite

Epicor Software Corporation develops, delivers, and supports a complete range of advanced solutions for specialty and general merchandise retailers. These solutions are designed and proven in use to meet the evolving merchandise and service expectations of today's cross-channel shoppers and the business requirements of the most demanding retail environments, with rapid return on investment (ROI), low total cost of ownership, and a single point of accountability.

Epicor Retail solutions are available best-of-breed, in fast-track packages, and through our hosted software as a service (SaaS) offering. They are built with open, standards-based architecture, deep functionality and full flexibility, and are trusted by more than 400 general merchandise and specialty retailers in tiers one through four to effectively manage their enterprises and deliver a seamless customer experience.

Founded in 1984, Epicor Software Corporation is consistently ranked as a top performer by leading analysts and industry influencers. Epicor's end-to-end solutions for retail, hospitality, business services, manufacturing, and distribution are provided in more than 40 languages to 20,000 customers in 150 countries. Our global capabilities allow us to be where you are, and to fully support your needs now and in the future.

Epicor Retail Suite

Merchandising

- Purchase Order Management & Open to Buy
- Allocation and Replenishment
- Warehouse Management
- Inventory Management
- Price and Deal Management
- Invoice Matching
- Merchandising Analytics

Sourcing and Product Lifecycle Management

- Global Sourcing
- Product Lifecycle Management
- Partner Collaboration
- Workflow and Alerts
- Franchise Management
- Collection Management

Planning and Assortment Planning

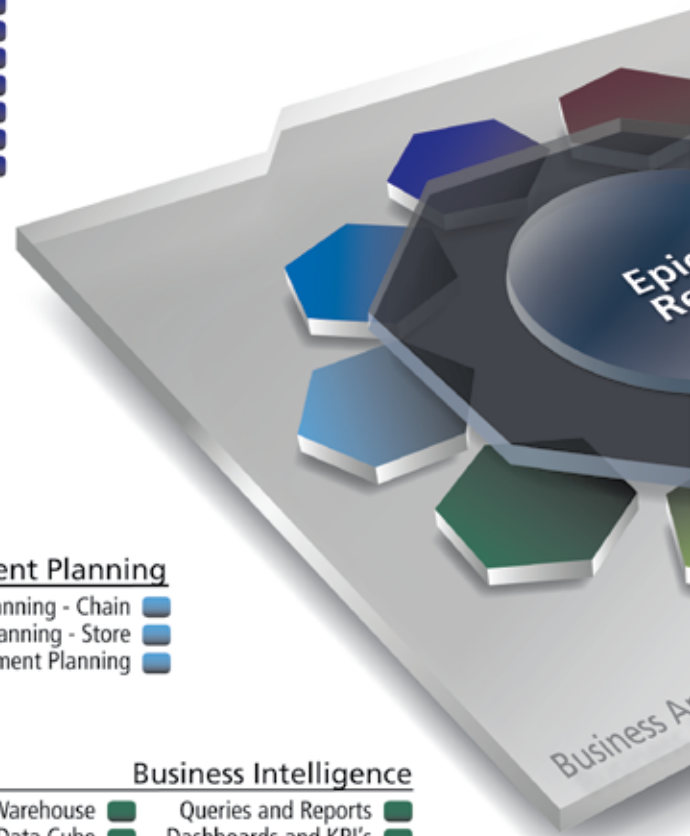
- Merchandise Planning - Chain
- Merchandise Planning - Store
- Assortment Planning

Business Intelligence

- Comprehensive Data Warehouse
- OLAP Data Cube
- Product Data Management
- Queries and Reports
- Dashboards and KPI's
- Actionable Analysis

Store

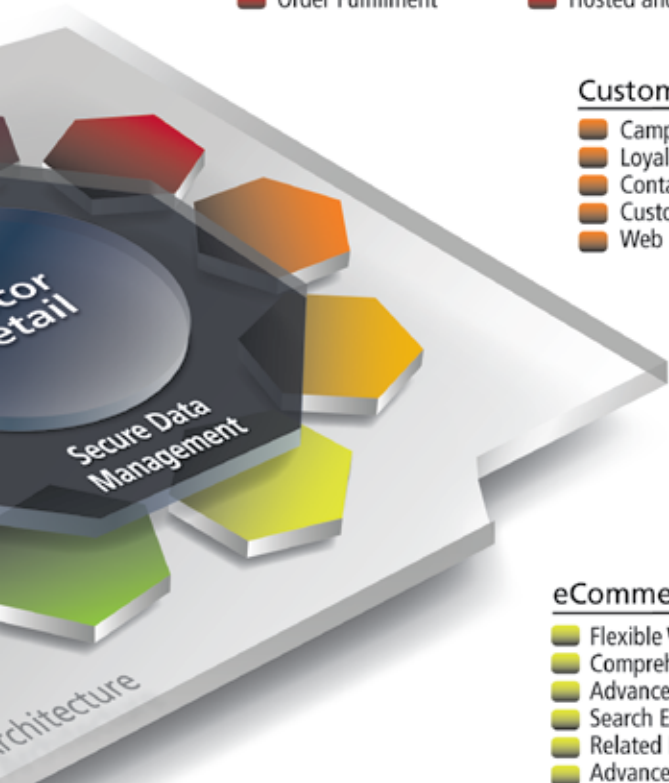
- Point-of-Sale
- Mobile Store
- Returns Management
- Inventory Management
- Store Operations
- Time and Attendance
- Payment Authorization/Pollin
- Learning Management System
- Promotional Events Manager
- Configuration Tools



Secure Data Management

- Centralized Key Management
- Secure Data Service
- Secure Payment Authorization and Settlement
- Payment Capture Service

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Cross-Channel Order Management

- Product Locator
- Inventory Management
- Order Fulfillment
- Order Monitor
- Centralized Administration
- Hosted and Managed Services

Customer Relationship Management

- Campaign Manager
- Loyalty and Reward Manager
- Contact Manager
- Customer Inquiry
- Web Extensions
- Data Manager
- Customer Dashboard
- Customer Reporting
- CRM Services

Audit and Operations Management

- Sales Audit
- Loss Prevention
- Voucher Management
- Employee Productivity & Commissions

eCommerce

- Flexible Website Design
- Comprehensive Content Management
- Advanced Product Filtering and Categorization
- Search Engine Optimization
- Related Items/Up Sell Capabilities
- Advanced Promotions Management

Financials

- General Ledger
- Cash Management
- Accounts Payable
- Accounts Receivable
- Asset Management
- Multicurrency
- Multicompany

Business Architecture

- Service-Oriented Architecture
- Microsoft® .NET Framework
- Foundation for Integrated Retail Environment (FIRE)
- Web Services
- SaaS, Hosted, and On-Premise Delivery

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Distinctive Value

Epicor is distinguished by superior solutions, services, people, and experience.

- **Proven success.** By leveraging years of experience and best practices, we are able to ask the right questions, determine the right answers, and develop advanced systems that have been proven in use.
- **Trusted professionals.** Epicor's 800+ retail professionals have been selected for their expertise and their ability to deliver highly personalized services by evaluating your environment, systems, and processes in relation to your challenges and objectives.
- **400 loyal retailers.** Epicor Retail solutions are trusted by the world's leading retailers to streamline processes, optimize profitability, and meet the evolving expectations of cross-channel shoppers.
- **Solid corporate performance.** Since its inception in 1984, Epicor has demonstrated consistent growth and profitability.
- **One-stop shopping.** With Epicor, retailers have ready access to solutions for all processes, services for every need, and expertise for every challenge—with a single point of accountability.
- **Proactive client relations.** Epicor maintains close partnerships with all clients through direct links to our professionals; product user forums and advisory boards; ongoing case studies, communications and publications; and an annual client conference.
- **Leading industry partners.** As a Microsoft® Gold Certified Partner, Epicor is at the forefront of leveraging the power of Microsoft's .NET and other leading technologies in retail applications and works closely with Microsoft and other industry-leading companies to meet the diverse requirements of our clients.

Store

Point-of-Sale

Epicor Retail 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 customer relationship management (CRM), stock location and order management, return/exchange management, and mobile functionality. The Store suite also has a full complement of back office functions and applications such as a manager's dashboard, inventory management, time and attendance, electronic journal, and cash management.

Mobile Store

Epicor Retail 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 completing end-to-end POS transactions, looking up items, locating stock, and completing various inventory management functions.

Returns Management

Epicor Retail Returns Management is a multichannel, 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.

Data Exchange

Epicor Retail Data Exchange maximizes the performance and value of your network, allowing you to take control of critical processes like trickle polling, file transfer, message switching, and payment authorization. Data Exchange can also be used to configure your network to your unique specifications through either persistent or on-demand connectivity.

Configuration Tools

Epicor Retail Configuration Tools delivers a state-of-the-art remote system management solution to retailers who need up-to-the-minute control of store configuration profiles. The Configuration Tools give retailers the power and flexibility to configure and change business rules related to policy and procedures, payroll, security, marketing, taxes, inventory, and so much more.

Customer Relationship Management

Epicor Retail CRM is a broad set of complimentary tools to enable mutually beneficial relationships between a retailer and its customers. These tools are designed to drive sales, increase loyalty, and support the business processes necessary for success in today's competitive marketplace. CRM provides integrated capabilities for customer analysis, customer segmentation, campaign management, and loyalty points program management with real-time targeted communications to POS or other sales channels. Designed to support multiple sales channels and employing powerful analysis tools, this solution provides a complete and consolidated view of the customer.

Customer Reporting

Discover the marketing opportunities in your customer data with our easy-to-use suite of reports and templates. Find opportunities to cross-sell, up-sell, increase retention, determine site selection for new stores, identify the most profitable customers to contact, and assist individual stores with customer-related performance issues.

Campaign Manager

CRM can interface to your POS, call center, kiosk, PDA, or eCommerce site to execute your campaign and promotions. Whether your next campaign is direct mail, voicemail, e-mail, or text messaging, CRM will help you prepare and export the lists to send to your third-party vendors for execution. As transactions flow into the customer database, campaign and promotion results are automatically updated. Analysis on your marketing initiatives can begin immediately.

Loyalty and Reward Manager

The goal of any well-designed retail loyalty program is to drive ROI by changing customer behavior. How you achieve this goal is fundamental to the program's success. Loyalty and Reward Manager lets you design and run your loyalty program with the flexibility and security of a retail-proven, transaction tracking and redemption toolset. You can communicate program benefits and news individually using one-to-one triggered messaging, or reach out to a group of program members with statement and program information across multiple channels.

Epicor Commerce

Epicor Commerce's full suite of eCommerce software solutions delivers an intuitive eCommerce shopping environment for your consumers and provides you with the flexibility to design your site to support your unique requirements. Epicor Commerce helps streamline, optimize, and maximize your business by automating everything from online marketing, promotions, and customer service to back-office and shipping integration. The Epicor Commerce solution provides a comprehensive framework and toolset designed to easily and efficiently manage the day-to-day operations of running an eCommerce Web site enabling the site administrator to control users, products, orders, content, and documents.



Cross-Channel Order Management

Epicor Cross-Channel Order Management facilitates cross-channel retailing by combining a real-time inventory manager and a configurable order manager to process inventory transactions across multiple sales channels. With the Enterprise Selling product, you can sell merchandise and satisfy customer demand from anywhere in the enterprise. Fully integrated to the Epicor Retail Suite, Enterprise Selling gets product and inventory data from Merchandising, allows Store POS to create and fulfill orders, and sends orders to Warehouse Management Systems (WMS) for fulfillment, sends orders to Merchandising to reserve product. Additionally it keeps Sales Audit up-to-date with new orders, fulfilled orders, and cancellations.

Product Locator

Product Locator provides real-time inventory availability information that is accessible from any point of customer interaction—stores, kiosk, call center, mobile devices, or online—with search capabilities to find product based on geographical parameters. In addition, it provides real-time visibility to inventory level changes and the ability to track out-of-stock product demand which is invaluable information when planning future allocations.

Inventory Management

A data feed process is used to populate beginning-on-hand counts for all inventory across the chain. Inventory Management then updates real-time inventory as merchandise moves throughout the day, and manages inventory status changes during the lifecycle of orders.

Order Management

Order Management processes customer orders between disparate selling and fulfilling locations and systems. It allows sales channels to create customer orders then routes them in real time between selling and fulfilling locations based on customer preference or retailer business rules.

Customer Service Application

Customer Service Application is a tool to assist Customer Service Representatives and Administrators in obtaining information and the status on orders that are in the Enterprise Selling system.

Audit and Operations Management

Epicor Retail Audit and Operations Management consolidates, validates, and secures data from all sales channels into one location and to one standard, then maps it consistently to your enterprise applications. This exceptional solution improves performance, profitability, and peace of mind to deliver substantial ROI.

Sales Audit

Sales Audit, Audit and Operations Management's core application, ensures the integrity and accuracy of the data flowing into head office information systems by correcting any errors up front and bridging the gap between your enterprise and the sales channels.

Voucher Management

Voucher Management provides real-time updating of balances for gift cards, gift certificates, and merchandise credits.

Loss Prevention

Loss Prevention automatically detects patterns of fraudulent activity and identifies procedural violations to reduce shrink, deter theft, and increase profitability while keeping the store an employee-friendly workplace.

Employee Productivity and Commissions

Employee Productivity and Commissions enables you to evaluate, track, encourage, and reward the performance of every employee correctly, fairly, and automatically.

Secure Data Manager

Streamline the process of securing your retail data to support PCI compliance. Epicor Secure Data Manager (SDM) is a single, cornerstone application that consolidates payment cardholder data and manages it in a secure manner. By using tokens as a reference for interfaced applications, SDM allows compliance to be driven through a single product. This substantially reduces the time, effort, and expense associated with establishing, verifying and maintaining compliance on multiple solutions, and streamlines the process of securing sensitive cardholder data wherever it may reside in your organization.





Planning

Epicor Retail Planning effectively links your financial plans, assortment plans, buying plans, and individual store plans. It 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.

Merchandise Planning

Merchandise Planning lets you create and manage your merchandise plans at all levels and across all channels of operation. Flexible and unlimited merchandise and location hierarchies allow you to develop plans that meet the demands of your customers at a micro-level. By synchronizing high-level business plans with channel and location-specific trends, Merchandise Planning ensures the right merchandise is planned for the appropriate stores.

Assortment Planning

Assortment Planning simplifies the process of building ideal assortments in perfect step with your customers, locations, seasons, and budget. Using visual tools linked to your merchandising data and buying and store plans, this powerful application lets you create, organize, and view offerings within a location cluster and by store grade; determine your assortment breadth with an easy-to-use Wizard tool; define your styles in complete detail; see your assortment clearly using product pictures or catalogue images and much more.

Sourcing and Product Lifecycle Management

Epicor Retail Sourcing and Product Lifecycle Management streamlines the process of obtaining merchandise quickly and more profitably, by centralizing workflow management via the Web to control vendor negotiations, production, and logistics tracking. This integrated solution includes Partner Collaboration for communicating efficiently with vendors and agents worldwide via a central Web-based repository allowing stakeholders to view updates and request changes. Critical Path Management tracks the chain of critical tasks to ensure your project progresses efficiently and on schedule; plus three other modules for managing every aspect of production and shipping.



Merchandising

Epicor Retail Merchandising streamlines operations, unifies asset management, and manages your business from end-to-end. This powerful retail solution features a centralized transactional database and support tools to help you make and execute better decisions based on accurate, current, and shared information.

Enterprise Data Management

Enterprise Data Management is your tool to easily transfer the rich data in our systems into the reports you need for usable information and rich insights. It 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.

Purchase Order Management

Purchase Order Management handles the detailed process of placing purchase commitments with vendors and monitors the progress of buys and their delivery dates, while maintaining financial and open-to-buy control.

Warehouse Management

Warehouse Management is an optional application that ensures merchandise flows from receiving through distribution to store shelves quickly, to optimize productivity, streamline operations, and reduce stock-outs. Warehouse Management provides EDI support for receiving, RF-based tools for carton packing, full ticketing functionality, SKU or carton-based inventory tracking and more.

Inventory Management

Inventory Management ensures your head office, warehouse, or stores get direct access to real-time inventory information across the enterprise.

Price Management

Price Management lets you experiment with a wide range of pricing schemes to determine their impact on your margins, shoppers, and results. You also have the option to add markdown optimization tools, to further optimize margins. Price Management protects margins by supporting pricing down to the style, color, and store level.

Merchandising Analytics

Merchandising Analytics is a customizable decision support tool for analyzing all sales, orders, receipts, distributions, price changes, inventory adjustments, transfers, and returns to vendors, allowing you to determine opportunities for faster turns, improved margins, better markdown execution, and more precise forecasting.

Allocation and Replenishment

Allocation and Replenishment optimizes your merchandise with effective and proactive distributions that minimize stock imbalances, increase sales, lower inventory levels, reduce forced markdowns, raise gross margins, and increase customer satisfaction.

Business Intelligence

Epicor Retail Business Intelligence (BI) puts the power of fully leveraged data at your fingertips. BI centralizes information from across the enterprise—even from external systems—and then enables you to analyze and report it in ways that reveal fresh insights and support faster, more effective decisions. This solution gives you unprecedented control of your retail data, improved operations management, and a substantial advantage over your toughest competition.

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

We understand your needs and offer various services to maximize your technology investment and reduce your total cost of ownership.

Our Value Proposition

Our Organization – Partnership

We establish and nurture a long-term, personalized business partnership through a client-centric organization and structure, which supports our commitment to world-class client service.

Our People – Retail Experts

We recruit, train, and mentor a team of world-class resources that maximize retail and Epicor product know-how to deliver business value.

Our Service Offerings – Tailored to Meet Your Needs

We offer a full range of services that maximize the value and functionality of our products.

Managed Store Support

We serve thousands of retail locations worldwide, 24/7. Our “single point of contact” philosophy allows our retailers to provide their stores with one number for complete support. We troubleshoot hardware, software, network, third-party and procedural issues as well as support corporate applications and respond to corporate questions regarding routine use of our software. Client-centric processes and associated KPIs allow us to monitor performance and deliver consistent results.

Rollout/Upgrade/Installation/Support

We work with installation technicians, store managers, and corporate staffs to make sure all systems are set up, connected, configured, and functioning as planned.

Redistribution Services

Our Redistribution Services offerings center around our ability to handle large-scale hardware and software deployments, including complete software installation and testing. We also provide storage for depot stock enabling customers to have replacement

systems—quickly loaded and shipped. Whatever hardware, inventory, depot, or imaging needs you have, our Redistribution team will work efficiently to provide you with superior service.

Professional Services

We provide expertise the right way. Our service professionals allow you to focus on your business while we facilitate each project aspect. Leveraging our comprehensive, end-to-end implementation methodology, our proven management processes, and our solution offerings, we reduce risk and maximize the value of your products. Our team has years of experience in the management, deployment, and support of large and complex systems and will guide you through defining the project to the deployment of our systems.

Software Customization

Our customer development team can tailor our software to meet your unique needs. A Business Process Review (BPR) will allow us to fully understand your requirements and develop a detailed specification for our Programming and Quality Assurance teams.

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 eLearning, video, classroom and train-the-trainer sessions, store manuals, flipcards, and more. Our custom-produced digital multimedia and eLearning 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.

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.



Database Monitoring Services

Your business today cannot afford down time due to lack of system management. The role of a database analyst (DBA) is critical to the successful operation of the IT infrastructure and your business applications; however, a dedicated full-time resource is often not the best allocation of manpower. Epicor offers you a focused solution with a quick turnaround on ROI. We provide proactive database monitoring, maintenance tasks and performance/system tuning to ensure optimal performance, and availability of your application database(s).

Corporate Application Server Hosting

We provide various levels of remote 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.

CRM Services

Let us manage your CRM application for you—from database hygiene to running your marketing programs. We know retail and we know Epicor Retail CRM. Our team is dedicated to providing CRM operational support across many clients. We offer efficiencies to improve operational security and drive down the cost of service.

With various options tailored to your specific needs, you can choose from ad hoc consulting services, monthly database maintenance and/or marketing services, as well as data analysis and strategic consulting.

Enterprise Selling Services

Allow the experts at Epicor to host and manage your Epicor Retail Enterprise Selling application from providing the infrastructure to application monitoring to patch management, we can do it all for you. With a team dedicated to monitoring and maintaining the hosting environment, we'll provide service and support during and after normal business hours to maximize the utilization of your application.

Merchandising Services

Our team of experts allow you to increase your business efficiency by providing services to help you optimize your system's efficiency. Services include strategic consulting, advanced training, and reporting.

Sales Audit Services

In addition to 100+ implementations of our industry-leading Epicor Retail Sales Audit application, we also provide auditing services that leverage our highly-skilled professional services team. These services include daily auditing based on your validation requirements, the development of tailored reporting to meet your precise requirements, and strategic consultation on industry-leading best practices.

Loss Prevention Services

Let Epicor manage your Epicor Retail Loss Prevention (LP) solution. Our team of LP professionals offers a wide variety of services to help drive ROI for your business. From LP operational support to strategic consultation, we can manage your settings and rules, audit your LP data, present leads requiring further investigation, educate your business on LP awareness, and create custom reporting to fit your requirements.



About Epicor

Epicor Software (NASDAQ: EPIC) is a global leader delivering business software solutions to the retail, manufacturing, distribution, hospitality, and business services industries. With 20,000 customers in over 150 countries, Epicor provides integrated ERP, CRM, SCM and enterprise retail software solutions that enable companies to drive increased efficiency and improve profitability. Celebrating 25 years of technology innovation, Epicor provides a comprehensive range of services that promote rapid return on investment and low total cost of ownership, whether operating business on a local, regional, or global scale.

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