Solution News

Epicor Eclipse and Rocket®, have been providing customers with solid value for 20+ years with a reliable, stable data management solution in UniVerse®. UniVerse is a MultiValue (MV) database developed by Rocket Software, which delivers many benefits over traditional relational databases (RDBS). Our whitepaper, “The Value of a MultiValue Database to Your Business and Tech Strategy”, takes a look at the value of UniVerse, the myths of MultiValue databases, and testimonials from customers who have seen success since implementing.

This white paper is designed to help the business and technical buyer who is evaluating Eclipse, understand the value of the UniVerse database. Use this paper when UniVerse as a database is questioned. This paper is not intended to answer deeper technical questions about UniVerse but rather to assist in addressing questions about MultiValue databases in a positive manner and show how some of our customers have found tremendous value in Eclipse and UniVerse.

Download this new whitepaper today!

Webcast Recordings

View on-demand A Panel Discussion – eCommerce with the Experts at Epicor
View on-demand How to Drive e-Commerce Adoption Through Sales Order Automation
View on-demand Tax Connect from Avalara

Consulting Corner

Merger & Acquisition Support

We understand the complexity, disruption, and risks related to mergers and acquisitions. Epicor offers consulting services to help facilitate a successful merger or acquisition. Our Business Consultants align project deliverables with your growth strategy and timeline. The Business Consultants assist with strategic project management, process gap analysis, change management, and data rationalization between business systems. The Business Consultants will also manage the process for Epicor’s Data Conversion team, if contracted, to assist with migrating data into your existing business system. By employing Epicor services, your company can minimize your resource burden, avoid common pitfalls that lead to financial failure, and improve the likelihood of delivering increased shareholder value. If your company is considering a merger or acquisition, please involve the Epicor Consulting team as quickly as possible. Reach out to your CAM for a no cost meeting to discuss Epicor services and creation of a customized Statement of Work on how we can assist you!

Visit Us at These Events

- **TUG Conference** (The United Group) May 1-4, Nashville, TN; Industrial
- **AHTD Spring Meeting** — May 3-6, Bonita Springs, FL; High Tech Distribution
- **IMCO Convention** — May 7-10, Daytona Beach, FL; Medical Supply
- **IDC Product Forum** — May 17-18, Reno, NV; Industrial
- **Epicor Insights** — May 22-25, Nashville, TN

Distribution Insights Blog

Recent Posts:

- Get Planning to Get Growing
- Going Mobile to Disappear
- It’s Time to Transform

“...format. I like that I get rewarded for my feedback. We’re all busy so it is nice to be recognized as having something to offer.” — Aaron Pace, Operations Manager, Icon Distribution

Join us and you can:

- Engage with other Distribution customers
- Take advantage of fun opportunities to share your experience with Epicor
- Be recognized and rewarded for spreading the word about Epicor

Sign up today!
Epicor Insights is coming in May!
Be sure to stop by the Distribution Consulting booth in the solution pavilion to learn about the different Epicor Consulting offerings specific to distributors. While you are visiting with us, enter our drawing to win a no-cost on-site Business Process Review with a Senior Business Consultant! We look forward to seeing you there!

Optimization Group Training Sessions Completed in April
Thanks, all of you who joined in on our optimization training sessions April 12 – April 20. We had over 50 participants join the four sessions with very positive feedback. Our goal is to introduce new optimization training sessions on a quarterly basis going forward. Keep your eyes out for the next set of sessions to be introduced next quarter!

Epicor University Notes
Insights is just around the corner! If you haven’t registered, or decided whether you’re going to attend our Eclipse Extended Education (EE) courses, I strongly encourage you to say YES! Here’s why:

In my years of Eclipse Support, I’ve heard many customers say, “I am using this report, BUT it is not EXACTLY what I need.” That’s why I’m really excited about this year’s EE session, “Getting the Most out of Reports, Queues, and Imports”. Eclipse now has so many ways to get the data you need for business decisions it’s hard to know which method to use! In this EE we’ll show you how to use Eclipse Reports to create reports using subject matter. Is it a purchasing report? Is it a customer report? Solar Reports gives you access to real time data that you can slice and dice for reports or making quick decisions.

Epicor University Notes continues here.

And Now... A Word From Our User Groups
Eclipse UFO (a.k.a. User Friendly Organization)
We’re Putting On A New Face!
If you are attending Epicor Insights 2017 make sure to attend the Eclipse Users Group (UFO) meeting on Wednesday May 24 from 9:30-10:20am.

As always, your UFO Board Officers and Committee Chairs will be bringing you an update on what’s going on within the Eclipse Users Group this year. The year we have a few new and exciting things to talk about! For example:

- It will be the first chance you get to meet the FOUR New Directors you elected for 2017
- You will be the first to see what the New Website (which will be going live at the end of May) looks like
- You never know what else might be announced during the meeting so don’t miss out

Come by and meet us in the Solutions Pavilion at Booth #29. Mary and Suzanne will be there along with YOUR Board of Directors, who will be dropping by at different times to meet the membership. See you in Nashville! www.eclipseuser.com

Reference Program
Promotion/Prestige/Partnership
Raise the profile of your business. Let us share your story! Email the completed form to tony.burton@epicor.com

Want to Know More About EpicCare Support Portal?
- Video: How To Use Portal (4:49 minutes)
- (PDF) Customer Portal Guide (PDF link is below Login button)

Employee Spotlight:
Mark Jensen
Senior Product Manager
Mark joined the Product Marketing – Distribution team in December 2016. Mark has over 20 years of experience in ERP and CRM software Product Management, Product Marketing and IT Business Development, including 10 years at Great Plains Software and 9 years at Microsoft. To help pay his way through college Mark worked for Border States Electric, starting off as a warehouse stocker and working his way up to Lighting Sales over a four year period. He has spent many years in software Product Management and Marketing focused on the needs of Distributors and how technology can best help them grow their business. He is based in Minneapolis, MN and focuses on helping Epicor better understand the needs of Distributors and the market trends affecting them.

Distribution In The News
- Big kudos to our Eclipse customer, BellSimons Company, for winning Mitsubishi’s Distributor of the Year award. Learn More

Continued...
Prophet 21 WWUG (a.k.a. World Wide Users Group)

The Prophet 21 WWUG invites you to learn more about the group and join their family.

“The P21WWUG has been an invaluable source of P21 knowledge for me. I can count on information from actual users who have faced similar situations and worked out best practice methods of handling the challenges of the system. Due to the fantastic members of the group, I can almost always find out how to make something work for us.” —Dawn White, All Integrated Solutions

“Users Say…”

We asked customers—What metric has your company been able to begin tracking since implementing Epicor software that has improved productivity or profitability? Here are a couple responses:

“Definitely inventory levels and turns-and-earns. We are now making stock level adjustments much more quickly than in the past, as well as new product trials and overstock returns on a consistent basis.”—Eclipse user

“Our company has been able to track sales by category which has improved our ability to order the correct inventory and price it accordingly which improves profit and efficiency, not to mention customer satisfaction.”—Eclipse user

“What haven’t I been able to track! My favorites are all related to inventory performance.”—Prophet 21 user

“Picking errors, daily orders by taker, excess inventory as a percentage and total.”—Prophet 21 user

“CRM...route calls have given us one place to see sales, communicate internally and record customer comments!”—Prophet 21 user

These are some favorite user tips shared by customers!

“We use the messaging system to communicate with everybody at once for things that are time sensitive; it is also beneficial because some people don’t have email.”—Eclipse user

“We are very happy with the bid follow up queue and unconverted bids report. It helps us easily stay on top of bids and look for trends on those we didn’t convert.”—Eclipse user

“I love the open database architecture in Prophet 21. We use the Class fields all over the application to "key" how certain reports are generated. For example, I've created a custom report to keep track of when we have a hard copy purchase order for a customer on special order items. As the product arrives, we are alerted via email so the hard copy PO can be attached to the pick ticket and invoice.”—Prophet 21 user

• The CEO Forum: Radio interview — Joe Cowan, President and CEO, Epicor Software, shares his ideas like ‘Spurdragging’ to transform a company.

• Industrial Supply Magazine: Epicor Senior Product Manager, Mark Jensen, discusses the digital transformation successful distributors need to make in order to reduce technology costs, mitigate risks and improve business continuity. Read full article

Just For FUN!

There are 168 hours in each week. How do we find time for what matters most? Time management expert Laura Vanderkam studies how busy people spend their lives, and she’s discovered that many of us drastically overestimate our commitments each week, while underestimating the time we have to ourselves. She offers a few practical strategies to help find more time for what matters to us, so we can “build the lives we want in the time we’ve got.”

Can you find a few minutes? It’s less than 12 minutes to watch her presentation and learn these great tips!
“The easiest way to allow each user to focus on their specific keys to success is DynaChange Portal Designer. It allows each user to have their most pertinent information in their face and constantly current.”—Prophet 21 user

**Problem Solved: Customer Success Stories**

*Kroll International* streamlined, maximized, and improved their warehouse processes with Prophet 21 and the Wireless Warehouse Management System. [Learn More]

*United Electric Supply* began using Eclipse RF warehouse and saved 30 percent in manpower and increased order fulfillment accuracy. [Learn More]

**Wins & Go-Lives**

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<thead>
<tr>
<th>Company</th>
<th>Industry/Retail</th>
<th>Go-Live</th>
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</thead>
<tbody>
<tr>
<td>Manulift EMI LTD</td>
<td>Quebec, Canada Industrial</td>
<td>Go-live Prophet 21 – 90 users</td>
</tr>
<tr>
<td>Central Supply Co.</td>
<td>Indianapolis, IN (5 locations) Plumbing/HVAC; Electrical</td>
<td>Recent Win Eclipse (on premise) – 130 users</td>
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<tr>
<td>Koehler Rubber &amp; Supply</td>
<td>Cleveland, OH Fluid Power</td>
<td>Recent Win Prophet 21 (on premise) – 12 users</td>
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Questions? Please contact your Customer Account Manager. CAMs@epicor.com Call: 1-800-776-7438 press 2

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