

4 Reasons to Make a Move Now

Why it's time for
manufacturers
to leave their
legacy ERP behind



EPICOR.

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The Cost of Waiting

Aerotech had a simple, powerful reason for trading in a legacy system for the latest enterprise resource planning (ERP) solution. They wanted better results.

Are you keeping up?

Think of all of the reasons you invested in an ERP solution in the first place. Perhaps it was for greater visibility, efficiency, and productivity. Perhaps it was as a foundation for innovation and growth. In a world increasingly shaped by digital transformation and Industry 4.0 technologies, every year brings smarter ways to achieve these objectives. It's only by evolving along with the technology that you can take advantage of change—and stay competitive.

“Since going live with Epicor...we've broken our 45-year-old monthly shipping record—twice.”

—David Holm | Aerotech Inc.

Businesses that stay up to date outperform those that don't

Aberdeen Group has found that it's not just about having an ERP solution. Those who move from an inadequate legacy ERP system to a modern one that better fits their needs perform better than those who do not—in everything from days sales outstanding (DSO) to customer satisfaction. We call these businesses “Grow Getters” because they invest in—and achieve—growth.

	Days sales outstanding (DSO)	Accurate financial reports	Customer satisfaction	Information received during decision window (% time)
Legacy ERP	42.9	89%	88%	82%
Latest ERP	33.3	96%	93%	90%

Source: “The Cost of Doing Nothing: Why You Can't Afford to Sit on an ERP Software Decision,” Nick Castellina, Aberdeen Group, March 2017

The Move That Gets You Set For Growth

Some businesses delay moving to a more advanced ERP system because of fears that the project will be too disruptive and costly. By doing so, they deprive themselves of a number of essential benefits.

Hundreds of businesses can tell you how pleased they have been at the ease and speed of their move to the Epicor ERP system. We've worked hard to develop processes and tools to simplify the move and minimize disruption.

The migration experience

Because Epicor ERP is designed with manufacturers in mind, your migration is an opportunity to optimize processes that are poorly supported in your existing system but well supported in Epicor ERP. Our migration consultants will walk you through the Epicor Process Review and help you map your processes to the best practices supported in the Epicor ERP system.

Our team will work with you to gain a clear understanding of your needs to ensure that your new solution is properly configured—for example, to support your different sites or the different countries in which you operate. We've also developed a Data Management Tool specifically to take the data extracted from your existing system and automate much of the work required to import it into Epicor ERP—ensuring a fast yet rigorous migration.

Throughout your move, we provide appropriate planning and project management support, technical and business consulting and services, and go-live support—all to minimize disruption and cost and maximize usability.

“Epicor provided strong support and consultancy throughout the implementation process.”

—Gilbert Sin | Techcomp

User support

The Epicor ERP system is intuitive to use, but we offer extra help through user training and the Epicor Learning Center (ELC). ELC offers a comprehensive selection of self-learning materials in a variety of formats to prepare all of your users for the move and encourage adoption of new functionality.



So many reasons to move

The plan is to move what you currently have onto a platform that gives you new capabilities to better support your transformation goals. Aberdeen Group has found that those who stay up to date with their ERP are almost three times more likely to have mobile ERP functionality, twice as likely to have integrated ERP and eCommerce, and five times more likely to have social business capabilities¹.

Is it time for you to take the next step on your journey by moving to the Epicor ERP system? Consider these questions:

- ▶ How much **time and money** could your business save by eliminating inefficient processes, increasing worker productivity, and improving customer service?
- ▶ What goals can you achieve when your core software is **integrated with Industry 4.0 technologies** to support the factory of the future?
- ▶ What would your business look like if you had **real-time information** to make informed business decisions that drive growth and profitability?

“Epicor has helped us evolve in how we keep up with our customers and put us in a great position to help us grow as we embrace the future of manufacturing.”

—Gary Fruth, Chief Executive Officer
Dalsin Industries

¹ “The Cost of Doing Nothing: Why You Can’t Afford to Sit on an ERP Software Decision,” Nick Castellina, Aberdeen Group, March 2017

1 Working Smarter



When Aberdeen Group asked businesses for the reasons they had chosen to replace their existing ERP, the top two reasons—far outweighing the others—were an obsolete technology foundation (43 percent) and lack of features (41 percent).

This makes perfect sense when you consider how new technologies and new ways of working—whether you think of them as digital transformation or Industry 4.0—are changing the game. From system integration and workflow automation to greater connectedness and collaboration for people, smarter ways of working are making businesses more efficient and productive and helping them deliver better customer service.

“I can now walk around the plant with my tablet PC, schedule machine run times with a few taps of my fingers, and give back an hour to supervisors.”

—Anthony Gercar | Enpress LLC

Enpress collaborates better through social manufacturing

Enpress has installed two large LED displays—one near the time-clock area and the other where finished goods are packaged—to enable employees to communicate with each other in real time on project status and other developments.

Messages are organized in groups such as accounting, maintenance, manufacturing, and shipping—allowing users to read and respond to those that are relevant to their specific focus areas.

“We are embracing communication with Epicor Social Enterprise...The second- and third-shift teams love it because they know their messages will be reviewed quickly. It’s like having our own type of Twitter,” said Anthony Gercar, plant accountant at Enpress.

“Epicor ERP 10 will change the way we work.”

—Jos Greeve | Boers & Co FineMetalworking Group

Working smarter with Epicor ERP

Your employees, suppliers, partners, and customers have new expectations for your business to meet:

- ▶ Can your people pull up the information and insight they need on their smartphones or tablets wherever they are—at home, on the factory floor, in a customer meeting—to respond immediately to a business or customer need?
- ▶ Can they subscribe to real-time notifications about production orders, customers, inventory, invoicing, or whatever else is relevant to their jobs?
- ▶ Can you automatically guide them along best-practice processes to ensure that they don't forget anything?
- ▶ Can you extend real-time visibility to suppliers, partners, and customers—for example, by integrating your ERP system with your eCommerce activities or building a partner portal?

When you move to the latest version of Epicor ERP software, these capabilities become possible.

Mobile working

With the mobile capabilities of Epicor ERP—most core to the product, with some deeper capabilities available as optional add-ons—your people will have what they need—wherever they need it.

Imagine what happens to customer service and satisfaction if:

- ▶ Sales can use real-time visibility of stock and pricing to process an order on the spot
- ▶ Field service agents can access updated information while onsite with customers
- ▶ You can get your goods to customers faster because those in production, warehousing, and shipping are no longer tied to a particular location to interact with the ERP system



Social working

With the social capabilities of the Epicor ERP system, you can push relevant real-time notifications to employees or suppliers who want to receive them.

Employees can also use social messaging functions to reach out to colleagues, crowdsource ideas, and respond more quickly and effectively to issues or customer needs. Managers also get a greater level of insight through these social discussions. Aberdeen Group has found that those with social ERP are almost three times more profitable than those without.

Integrated eCommerce

With Epicor Commerce Connect (ECC)—an optional eCommerce module—you can compete with the best in developing sophisticated eCommerce and partner sites with self-service capabilities and real-time visibility—all automatically integrated with Epicor ERP.

Workflow automation

Other optional modules and core functions—including an enterprise content management (ECM) module and a business process management (BPM) engine—let you automate a wide variety of steps in day-to-day procedures or guide users along best-practice processes to ensure that they follow the right steps at the right time.

With Epicor ERP, you'll find opportunities across your business to integrate systems and automate workflows for smarter working, greater operational efficiency, and more responsive customer service.


Those with social ERP
improve more than
those without²



The improvement in time-to-decision and
cycle time of key business processes



The improvement in profitability



Intuitive to use

With its easy and appealing interface, the Epicor ERP system can make the working day more productive—resulting in happier employees and a more efficient business. Our focus on usability covers everything from the “look and feel” to navigation, help features, personalization options, and the way social feeds and business intelligence are embedded. The whole system is also touch-enabled—working seamlessly on touch-screen PCs as well as on mobile devices.

² “The Next Generation of Business Management: Social ERP,” Nick Castellina, Aberdeen Group, April 2015

Mobile analytics

Among its many mobile operational capabilities, Epicor ERP offers real-time intelligence directly to mobile devices through Epicor Data Discovery (EDD)—which can use any type of data held in Epicor ERP—such as sales, financial, production, and shipping data.

EDD gives up-to-the-second insight into business operations through data visualizations that users can customize, as well as drilling down into any data point to view the underlying transactional detail.



2 A Better Business Fit



Many ERP solutions are strong on generic functions such as financial or HR management, but much weaker when it comes to supporting the processes and workflows typical of manufacturing.

The right fit for manufacturing

With the Epicor ERP system, you're getting a solution built on more than 45 years of experience working with manufacturers. As a result, you'll typically need far fewer customizations to get the software in tune with your needs—saving a lot of time and effort for IT and your ERP users alike.

Straight out of the box, Epicor ERP will support advanced planning and scheduling across machinery, materials, and labor—or allow you to analyze data relating to equipment utilization and material waste.

Our focus on manufacturing means that when we roll out new capabilities, they're often based directly on feedback from manufacturers. When we look at new advances—such as how we can start helping you to use predictive analytics—we start with key manufacturing needs. Simply put, Epicor ERP software is a better fit for manufacturers than the one-size-fits-all approach of many other ERP vendors.

“Epicor offers all the tools required in a make-to-order and make-to-stock manufacturing environment out of the box—providing visibility in the form of live dashboards.”

—Allen Richey | Cyclicron

The bigger picture

Naturally, it's still important for the system to be easily personalized. Even a solution designed with manufacturing in mind won't have every feature just the way you want it. Different manufacturing industries—such as automotive, electronics, fabricated metals, industrial machinery, and medical devices—have varying specific needs. With Epicor ERP, you get a solution combining the best of both worlds:

- ▶ It's informed by the working practices of a variety of manufacturing industries
- ▶ If you need to fine-tune it to your own specific needs, it's easy to customize

Support for Industry 4.0

High on the agenda for most manufacturers, digital transformation and Industry 4.0 are creating new challenges. The need for greater integration of systems and processes is stronger than ever, and capitalizing on the constant flow of data from connected devices is essential.

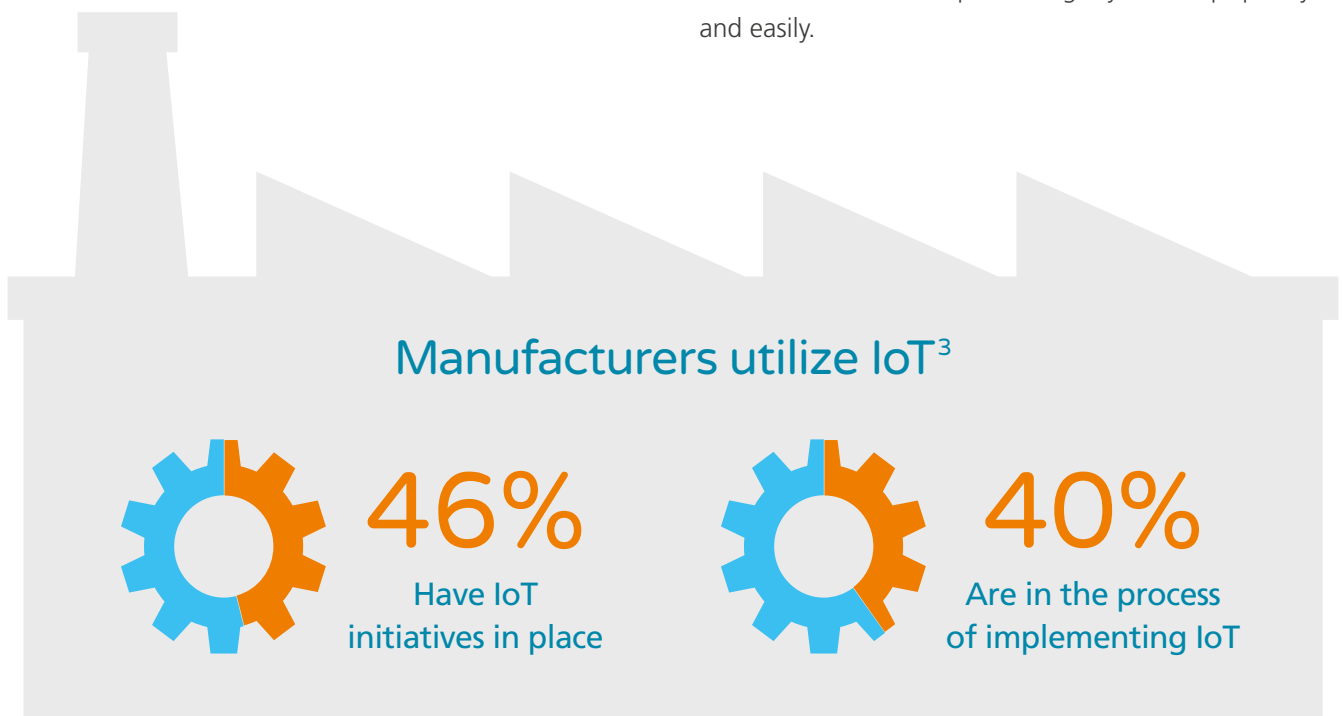
It helps if your ERP solution can help you with these challenges, and Epicor ERP is designed to do so:

- ▶ From an integration perspective, it's a streamlined, standardized, and open platform designed to simplify integration and interoperability, so you can take advantage of IoT implementations and other smart manufacturing initiatives that will give your business a competitive advantage.

You can also take advantage of other manufacturing-specific solutions from the Epicor portfolio that integrate especially well with Epicor ERP—in particular, Epicor Mattec MES, our manufacturing execution system.

- ▶ From a "big data" perspective, Epicor ERP extends the built-in operational analytics of Epicor Data Discovery (EDD)—see page 7—with the optional Epicor Data Analytics (EDA) module.

EDA gives you pre-built but customizable analytics packs that allow for deeper analysis than EDD. You can work with vast amounts of data from Epicor ERP and other sources to gain actionable insight into your most important financial and operational metrics. We've listened to what our manufacturing customers tell us they want from a starter business intelligence capability and have built the templates to get you set up quickly and easily.



³ "Predicts 2018: Industry 4.0 and Advanced Manufacturing," Gartner, April 2018

3 Greater Agility



The Epicor ERP platform is cloud-ready—designed specifically to take advantage of the flexibility of cloud computing and to deliver on the promise of cloud-based innovation as a key enabler of digital transformation.

The cloud-readiness of the underlying Epicor ERP platform is critical to the system’s mobile, social, interoperable, and analytical capabilities. When manufacturers use these capabilities to embrace smarter ways of working and gain greater visibility and insight, you are leveraging cloud-based technologies for business transformation.

“We grow through the flexibility to change what we do, while our competition stay with the old ways. Epicor enables that flexibility.”

—Daryl Hewison | Fixfast

Epicor ERP gives you choices

When moving to the Epicor ERP system, many of our manufacturing customers have chosen an Epicor-hosted system, which offers a software as a service (SaaS) model that is fully managed by our IT professionals.

They find this more cost-effective—and also more secure. As small to midsize manufacturing businesses, they often can’t invest in dedicated, specialist information security expertise in the way that Epicor can and does.

For those who prefer to host the system on their own premises or through a different IT partner, we can accommodate either option. You will still be getting the same cloud-ready system with all of its capabilities.

Whatever your deployment choice, Epicor ERP will be a flexible business foundation for your company’s digital transformation and Industry 4.0 ambitions.

4 Business Assurance



When you move to the Epicor ERP system, you avoid the many pitfalls of staying on outdated software for too long—and instead enjoy the benefits of being able to stay current with future upgrades.

Peace of mind with Epicor ERP

The risks of outdated systems include failure to comply with regulatory requirements and a lack of IT support, bug fixes, and security patches. Your business will be vulnerable to downtime and breaches—both of which mean trouble for you and your customers.

Because the Epicor ERP system is designed for the SaaS model, it comes with the assurance of staying current with updates and upgrades⁴. We've also designed a release methodology that gives you all the benefits of staying current without springing changes on you before you're ready.

As well as simplifying integration, the streamlined nature of the Epicor ERP platform gives you greater

reliability, performance, and scalability so you can grow with confidence. It's also easier for IT to monitor, manage, and update the system—resulting in lower IT costs.

With the move to Epicor ERP, you gain peace of mind that your business will stay compliant, supported, and secure. You'll keep pace with changes in financial controls, tax laws, reporting requirements, and international trade requirements. You'll be there for customers with greater uptime and security. Plus, you'll always have access to the latest features and functionality, so your business can keep evolving and planning for the future with confidence.

“With Epicor ERP, we can effectively forecast for future growth, and we know that the system has the capability to grow with us.”

—Carl Heeder | StatLab

⁴ This applies to Epicor-hosted deployments. If you or a third party hosts Epicor ERP 10, then it is your or their responsibility to apply updates and upgrades provided by Epicor.

Next Steps

Take a look back at the Aberdeen Group figures on page 3. Legacy ERP systems have worked well for businesses using them, but those that move to the latest ERP version—the Grow Getters—do even better.

Doing nothing costs more than you may think

The cost of doing nothing to improve your business software includes less-efficient operations and less-satisfied customers—and therefore a greater chance of losing out to competitors that rely on the latest ERP system for increased capabilities and better service.

It pays to act now

When you move with the latest Epicor ERP software, you don't just get better at what you already do well. You also discover smarter ways of working that support more dramatic transformation. Right now, the most ambitious manufacturers are looking for new levels of competitiveness through advanced robotics, additive manufacturing—like 3D printing—IoT, greater mobility for their people, and harnessing data for business intelligence.

If you want to join these Grow Getters, the time to start is now. Almost three-quarters of respondents to a PwC global industry survey expect to have a high level of digitization in five years—compared to only a third who are highly digitized today. There's no time to waste.

“You need the most recent technology to stay ahead of competitors.”

—Jos Greeve
Boers & Co FineMetalworking Group



⁵ “Industry 4.0: Building the Digital Enterprise,” PwC, 2016

Your Keys to the Future

To succeed with transformation, you need your ERP system to support it—which is what Epicor ERP is all about. It can be the hub for your eCommerce activities and your IoT initiatives.

Cloud-ready, mobile-enabled, interoperable, flexible, and secure, Epicor ERP software gives you the keys to push the limits of transformation and growth—and we've worked hard to make the move easy for you.

“Epicor has inspired our business by bringing all our employees together and getting them all on the same page—which is extremely difficult to do—from the front office all the way back to the shipping dock.”

—Douglas Horner | Enpress LLC



About Epicor

Epicor Software Corporation drives business growth. We provide flexible, industry-specific software designed to fit the precise needs of our manufacturing, distribution, retail, and service industry customers. More than 45 years of experience with our customers' unique business processes and operational requirements are built into every solution—in the cloud or on premises. With this deep understanding of your industry, Epicor solutions dramatically improve performance and profitability while easing complexity so you can focus on growth. For more information, [connect with Epicor](#) or visit www.epicor.com.



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