



EPICOR SOFTWARE CORPORATION

Electronics

Electronics at Business Speed

The electronics industry has never needed to move faster than today. With finished products typically having a life-cycle of six months or less, and competition coming from around the globe you need to optimize your planning, production, purchase, sale and after-sales processes to be leaner and more agile than your competitors.

Epicor understands that you want to focus on your products and need a business software partner that supports all aspects of your enterprise, wherever you are in the supply chain. We know that you may be a subcontractor to another vendor one week, yet sell finished goods the next and OEM technology or products in the future. We understand the global nature of the electronics business, with short end-product shelf-lives combined with after-sales support driving your whole market. If you want to excel and move at the speed of business you need Epicor for Electronics.

EPICOR®

Integrated Global Value Chains

Even more than other industries, the electronics world depends on the global market for supply and demand. You know that many of your customers will only work with you on an integrated, electronic basis, sending you their ever changing requirements and expecting shorter lead times and faster responses every year. Epicor for Electronics is built on a fully integrated platform with Web service capabilities out-of-the-box and support for electronic data interchange (EDI) and other legacy technologies as required. Automated responses and straight through processes (STP) are part of the solution but Epicor for Electronics gives you workflow driven orchestration capabilities, combined with the functional depth of business software that has been evolving for over twenty years.

Epicor for Electronics is already deployed in many locations around the world, trading with partners globally and supporting a multitude of languages, currencies, taxes, and legislations. Wherever you are based, you can be sure we can provide the capabilities you need to do business locally and across the globe.

Supporting Your Business Processes

With rapid product obsolescence, extended after-sales support requirements, complex supply chains and long purchase lead times that drive production planning, you know that you need business software that has the depth of functionality to support your business. The way you work is part of what makes you a success, you do not want a solution that forces you to work the same way as your competitors. Epicor for Electronics is designed to support both simple and complex business environments, giving you the flexibility to support those processes you want to automate without forcing you to follow a standard workflow. If you only purchase OEM items and resell them, you do not need manufacturing; if you only engineer to order and have short purchase lead times you can eliminate forecasting. However, if you want an inter-connected business Epicor for Electronics provides this by offering an integrated, modular approach to software that is easy to expand using service-oriented architecture (SOA) or other technologies as you want.

Epicor for Electronics supports many processes with multiple integration points and offers many business benefits. The main processes include:

- Planning and forecasting
- Engineering control including CAD/CAM integration
- Master Planning
- Component manufacture, sub-contracting or purchase
- Engineer to Order (ETO)
- Make to Order (MTO)
- Make to Stock (MTS)
- Sales Order Processing
- QA, Warehouse and Shipping
- Reverse Logistics for returns
- Warrantee Management
- Preventative Maintenance
- Maintenance, Repair and Overhaul (MRO)

Customer Lifetime Support

First came transaction based sales, then feature based sales, followed by benefit (pain) based sales, and the latest trend is to work with customers over the extended period in a relationship based sales partnership. There is little doubt that your customers want a relationship with you, their supplier, the only variable is if this is restricted to a single transaction (keeping costs low yet ensuring the solution solves your customer's needs) or should extend across multiple transactions, with support during the pre and post sales activities, helping to define the product, source the product, commission the product and maintain the product. Epicor for Electronics includes a customer relationship management (CRM) option that can be combined with other processes to support customers throughout your relationship with them, tracking all communications wherever in the sales cycle they occur.

Best in Class Service Automation Support

In a recent study of best-in-class organizations Aberdeen Group identified that organizations that provide preventative maintenance capabilities have happier customers, more profitable customer relationships, higher asset up-times, lower unplanned order ratios, and are perceived as a preferred supplier.¹ As you would expect preventative maintenance is a part of the Epicor for Electronics solution and lets you offer customers usage or counter based pro-active maintenance options in addition to time or other solutions and offers Web service integration for remote monitoring of customer's assets so that you can tell them when support visits should be scheduled.

The preventative maintenance option is fully integrated to the Manufacturing process, letting you schedule preventative maintenance on your own assets as well as customers, ensuring that production activity is not scheduled when engineers are working on your machines and that maintenance tasks do not delay critical shop floor activity.

Lean and Agile

You know that there are many ways to solve your customer's needs and organize your business, some are cost effective with minimal waste (i.e. lean), others are very flexible and highly adaptable (agile). To compete and thrive in your business you need a solution that lets you constantly improve, automating where beneficial, evolving and changing as needed. Epicor for Electronics is built around the Epicor business software that is easy to reconfigure without the need for "rip and replace" re-engineering exercises. As your business needs change you can add, adapt or replace support for individual processes using your in-house resources or Epicor consultants as you prefer.

Quality Without Compromise

You know it is not sufficient to make or sell a product for the best price, you must also deliver a quality product to your customers. Quality means different things to different people, and what is acceptable to one customer may be rejected by another. Epicor for Electronics includes integrated quality assurance tools so that you can record QA whenever goods are received, whether from external suppliers or your in-house work centers. Combined with full traceability, from initial source through to final customer and in-house restrictions to prevent you shipping or using sub-standard components and raw materials, Epicor for Electronics enables you to ensure quality is maintained to the level you need.

Transform Expensive Data Into Valuable Knowledge

Leveraging all the business data generated by operations into valuable knowledge can be a complex task in many systems,. Epicor for Electronics includes Epicor Business Intelligence (BI) tools that emphasizes the active use of the right information, at the right time, for the right person. These tools guide you through your information needs and let you manage your business proactively, rather than measure its progress passively. With the BI solution, you can access and analyze your company's data quickly, disseminate critical information in easy-to-read formats and review data analysis from several perspectives (e.g., production, financial, internal, external).

Whatever your information needs—whether you want to create a perfect order scorecard or monitor performance of sales staff—you can create a simple to use dashboard that is integrated to the real-time operational data to track progress against strategic goals and quickly flag anomalies for further investigation.

(1) Source: Aberdeen Group (2007)

How We Deliver

Epicor has more than 20 years of experience delivering industry-focused, world-class solutions and ongoing customer care to over 20,000 customer installations. It is a true global solutions partner with support offices around the world. The key vehicle that transforms Epicor for Electronics into a successful business solution is its Signature Implementation Methodology. Signature allows Epicor to provide consistent, client-focused implementations that deliver added value because it provides a controlled environment. It is a highly structured, proven implementation methodology that successfully guides you and your company through a multi-step process, from an in-depth analysis of your business requirements all the way to the hand over, quickly enabling your company to begin using Epicor for Electronics in day-to-day operations. Signature and Epicor for Electronics save your company time and money by providing broad functionality at a lower total cost of ownership.

About Epicor

Epicor is a global leader dedicated to providing integrated enterprise resource planning (ERP), CRM, supply chain management (SCM) and professional service automation software solutions to midmarket companies and divisions of the Global 1000. Founded in 1984, Epicor serves more than 20,000 customers in more than 140 countries, providing solutions in over than 30 languages. Employing innovative service-oriented architecture (SOA) and Web services technology, Epicor delivers end-to-end, industry-specific solutions for manufacturing that enable companies to increase efficiency, improve performance and build competitive advantage. Epicor solutions provide the scalability and flexibility to meet today's business challenges, while empowering enterprises for even greater success tomorrow. Epicor offers a comprehensive range of services with its solutions, providing a single point of accountability to promote rapid return on investment and low total cost of ownership. To learn more about Epicor for Electronics please visit us at www.epicor.com.



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