

Epicor iScala



# Next Generation Enterprise Software

## Epicor Software Corporation

understands that you, like midmarket companies worldwide, must identify, consider and respond to a new set of challenges and variables each day. Some are due to the extended enterprise and the increasing globalization of business. Some are a result of internal inefficiencies that affect your ability to compete on dimensions such as cost, quality and response time. Others arise out of the necessity to blend your business processes with those of your other facilities, customers, suppliers, partners and distribution channels. There is often no precedent for how to respond to new requirements and market conditions. Superior communication, flexibility, agility, and innovation are the only constants.

Competing globally and domestically, bridging geographic boundaries, encouraging strategic diversity, and eliminating supply chain inefficiencies can be accomplished with the technologies to streamline intra- and inter-company processes and communicate quickly and accurately. Synchronization of complex relationships which determine supply, demand and fulfillment is the means to reaching new, industry-leading levels of business performance. Epicor iScala can help you achieve maximum efficiencies across your globally extended enterprise.

Epicor iScala is a comprehensive end-to-end suite of proven industry-specific solutions for the global midmarket enterprise. From customer relationship management (CRM) and service management to financial and supply chain management (SCM), Epicor iScala provides adaptable and agile solutions for real-time enterprises, helping them address their important business challenges — today and in the future.

## An Acknowledged Leader and a Proven Solution

Midmarket companies and subsidiaries of large multinationals are not the same as the large operational centres of Fortune 500 or Global 1000 companies. Should you use the same software? You need the same robust enterprise class software solution, but one that takes into consideration the needs of more resource constrained operations. You cannot accept the notoriously complex

systems designed for the headquarters of large companies with deep pockets and longer implementation plans. You have incredibly short deployment schedules, limited resources and no room for failure. As a dedicated midmarket solution provider, Epicor designed Epicor iScala to meet your unique needs and budget. Epicor iScala delivers the complete solution you need to compete right across your globally extended enterprise - but at a fraction of the cost and time.

With over 20 years of experience, Epicor provides award-winning, flexible solutions that are tailored to meet the unique needs of companies across a broad range of industries - from Industrial Machinery to Pharmaceutical, through Light Engineering, Electronics, Automotive Components, Consumer Packaged Goods and Hospitality.

With Epicor iScala, you reap the benefits of our experience and the feedback from thousands of Epicor iScala customers throughout the world who have helped us improve our solutions release after release. Epicor iScala is both new and proven. The software is based on proven implementations that have been installed at thousands of sites, helping us refine a services methodology and approach that supports rapid return on investment (ROI). At the same time, Epicor iScala incorporates new leading-edge technology capabilities that will open up your business to the incredible potential of the globally extended enterprise.

## Extended Enterprise Solutions

Epicor iScala is a tightly integrated and industry-specific end-to-end ERP, CRM and SCM solution targeting the divisions and subsidiaries of Global 1000 corporations and large local and regional companies worldwide. Epicor iScala's seven application suites provide collaborative functionality, country-specific localizations and multi-language capabilities designed to support global, multi-company deployments with significant cross-border trading requirements.

### Financial Suite

At the heart of any Enterprise Resource Planning (ERP) system are the Financial Ledgers; iScala is no exception and provides a fully integrated set of Sales, Purchase and General Ledgers. These ledgers are the key components in

building a real-time enterprise providing an integrated transaction management system that systematically ensures the integrity of all data flowing into the prime accounting ledgers. At the core of iScala is the integrated ledger infrastructure capturing the detailed multi-dimensional financial transactions created "behind the scenes" by one of the many collaborative iScala processes. iScala provides you with the processes to monitor, control and reconcile that data without sacrificing the speed at which that data flows into your General Ledger, supporting your enterprise and global reporting needs.

#### SCM Suite

The primary purpose of any supply chain is to satisfy customer needs and generate profits, beginning with a customer order and ending when a satisfied customer has paid for the purchase. Profit is created when the customer pays more than the cost of satisfying the customer's needs. Everything that happens between the beginning and the end should be driven by the single goal of adding value to the inputs and making it closer to what the end customer requires. Over 95% of all activities in typical supply chains fail to add value. Companies that invest in the tools, such as iScala, to identify such activities can work on reducing and eliminating these non-added value activities, thereby becoming leaner. Such companies are able to deliver their products and services to market faster, cheaper and with better quality, gaining a compelling business advantage over their less efficient competitors.

#### Service Suite

Epicor iScala turns after-sales support into a profit center by providing the tools you need to manage service delivery successfully at the same time as generating additional revenue and controlling your costs. The iScala Service Suite ensures you understand, in real time, which contracts apply to what customers, which products have been returned and whether those products correspond to a maintenance agreement or are covered by warranty support. If a repair is needed, when will it be done, how long will it take and do the allocated resources have the right skills to make the repairs needed and should the customer be invoiced? Whether your need is for preventative maintenance of your own machines or assets or you are running a fully-equipped onsite/offsite service center, the need for control, efficiency and profit are the same.

#### Project Suite

The fully integrated iScala Project Management Suite enables a holistic view of all business activities associated with a particular project. Each flexible multilevel project is configurable to support the sophisticated invoicing your clients demand. Complex invoicing may be a mix of fixed price, ongoing, recurring and percentage of completion, perhaps with retentions. At the heart of this integrated solution is the ability for project activity managed throughout the system to be linked back to a particular project, whether from a service, contract, sales, credit, work or purchase order. This embedded integration provides visibility that results in an accurate view of project status, improved cash-flow from quicker and automated invoice generation, and the improved reporting allowing you to manage your customer's expectations more accurately.

#### CRM Suite

Most companies focus on selling product to new customers, but research shows that a focus on retention instead of acquisition has a very powerful impact on a company's bottom line. A happy customer could be your most strategic ally, with the benefit stretching way beyond the one-off transaction to encompass repeat sales, referrals, preferred supplier arrangements and even closer partnerships involving new product testing. iScala CRM provides you with the best of breed CRM from Microsoft integrated with the iScala back-office process to provide sales force automation, customer and field service visibility as well as marketing.

#### Business Intelligence Suite

The iScala Business Intelligence (BI) Suite provides you and your coworker's with access to the information you need when you need it, to make the right decisions quickly. Today, all businesses know their data is valuable; the smarter ones are investing in BI tools and providing the visibility to make better-informed decisions throughout the entire business organization. The iScala BI Suite applications quickly extract, store, analyze and provide to-the-second access to data, with alerts and triggers to make enterprise users more effective in their work.

## Signature Implementation Methodology

Developed, improved and proven over thousands of projects, the Signature Implementation Methodology enables Epicor to deliver efficient, effective and well-managed projects for our clients, consistently, wherever they are in the world. Signature is about managing the partnership we have with our clients to deliver successful implementations. It allows Epicor to provide consistent, client-focused implementations.

As a highly structured, proven implementation methodology, Signature guides you and your company through a four-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 your Epicor solution in its day-to-day operations.

## Raising Technology to the Business Level

Industry-leading technology makes it possible for midmarket enterprises and their trading partners to derive the benefits of real-time collaboration from Epicor iScala - the next generation of collaborative ERP for the global market. It is the foundation on which businesses execute

their objectives, one that operates seamlessly and effectively in the background. It is architected to utilize Microsoft's leading platforms and technologies like the Microsoft® .NET Framework, Microsoft SQL Server and Microsoft SharePoint™ that give a business maximum flexibility with minimum overhead. Epicor iScala builds on Epicor's tradition of offering technology solutions that yield real business benefits and clear customer advantages.

## Built for the Global Enterprise

You face intense competition - from competitive multinationals on one side, to aggressive smaller companies on the other. Epicor iScala provides comprehensive end-to-end and industry-specific solutions with advanced functionality and rapid deployment, enabling you to outflank your competition with more effective operations and world-class customer service. Epicor iScala prepares your organization to compete within the new global economy that is at once demanding and rewarding. It delivers services-oriented and adaptable business architecture in support of a high growth environment and an increased need for business agility. With Epicor iScala, and our team of consultants and resellers in your corner, you'll have the resources you need to confidently meet the challenges you face today - and tomorrow.

**EPICOR**<sup>®</sup>

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### Financial Suite

- General Ledger
- Cash Management
- Asset Management
- Accounts Payable
- Accounts Receivable
- Multi-Dimensional Support
- Promissory Notes
- Payroll
- Consolidation
- Budgeting
- Cost Allocations

### SCM Suite

- Material Management
- Warehouse Management
- Manufacturing
- Supply Chain Tools
- Requisition Management
- Central Warehouse

### Global Platform

- Single Global Application
- Global Languages
- Localisation Support
- Currency Management
- Advanced Tax Engine
- Global Administration Console
- Global Calendars
- Bank Interface Engine

### Service Suite

- Field Service
- Preventative Maintenance
- Maintenance, Repair and Overhaul (MRO)
- Help Desk
- Resource Management
- Contract Management

### Developer Suite

- VBA Developer Tools
- Workflow Designer
- UI Designer
- Runtimes

### Project Suite

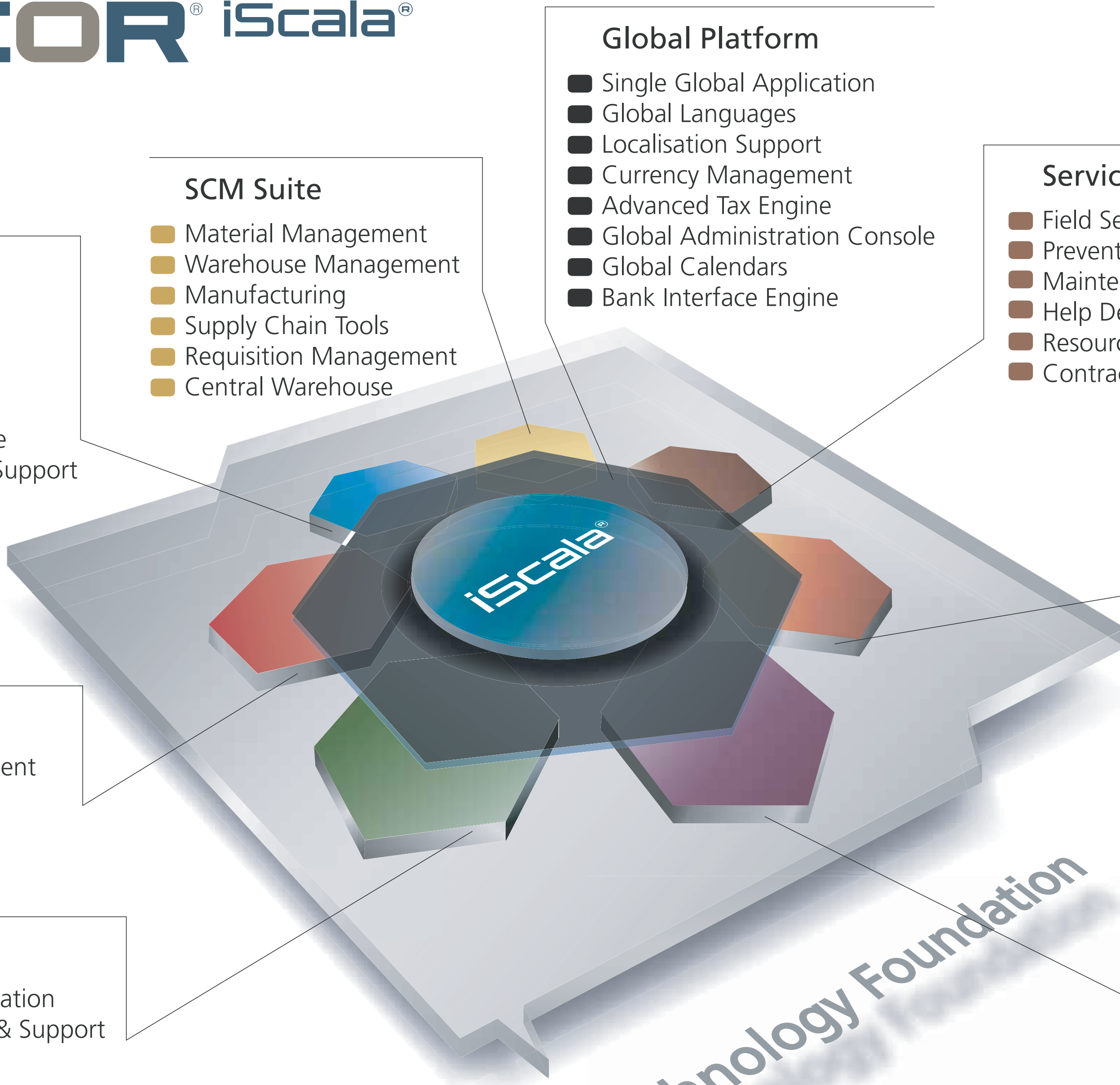
- Resource Management
- Project Accounting
- Project Billing

### CRM Suite

- Sales Force Automation
- Customer Service & Support
- Outlook Client

### Business Intelligence Suite

- Query Designer & Analyzer
- Web Reporter
- Crystal Reports
- OLAP Cubes
- Web Parts



Technology Foundation

