



Epicor[®] Prophet 21[™]

Flexible, functional ERP software designed
for distributors and built to drive growth

EPICOR

We're here to grow your sales, profits, productivity, and the distance between you and your competition.

No other ERP provider knows distribution like we do. Epicor is focused on the things that matter to you: work queues, PO variance queues, kitting, assembly and production orders, advanced inventory forecasting, VMI, and special project pricing. We build our software using industry best practices and 40 years of distribution experience. The Epicor Prophet 21 software system is designed specifically for distributors and is deployed at your discretion—in the cloud, hosted, or on premises.

And for all these reasons, we can help you drive growth.

Epicor makes growth easier by making it simpler for distributors to:



1. Add product lines and services, expand market reach, accelerate sales cycles, lower customer-support costs, and anticipate customer needs.



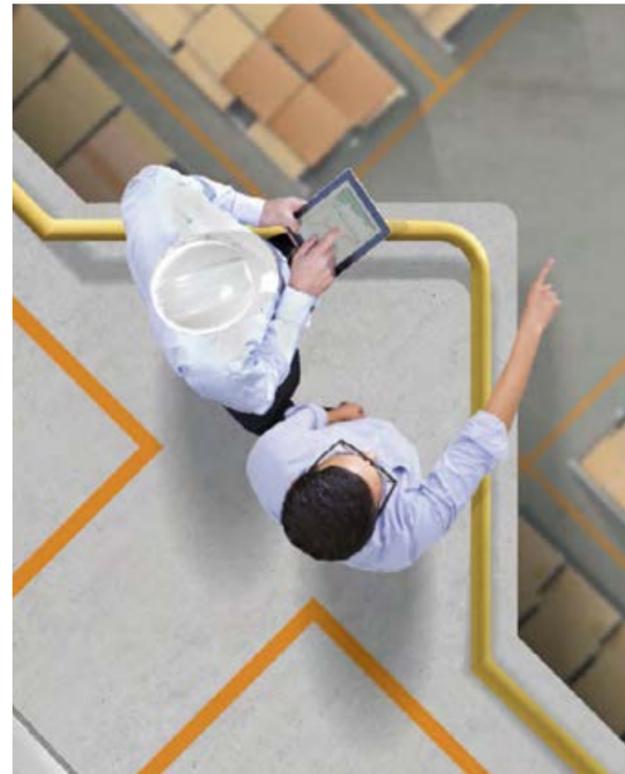
2. Drive efficiency and productivity with software that's built around distributors' needs and deployed the way you want.



3. Improve employee skills and productivity, stay ahead of generational shifts, and give people the tools to grow in and enjoy their jobs.



4. Customize your services and pricing, deliver specialized assembly and kitting, reduce repetitive reorder costs, and use eCommerce and CRM to engage customers while fending off large, low-price competitors like Amazon and Grainger.



Distributors come to Epicor when they need a modern system to grow their business with the deep value and low risk of an experienced supplier. In fact, Epicor has five times as many second-time ERP buyers than the industry average.

Prophet 21 knows how you work. And that's why it works better.

Prophet 21 is an end-to-end business software system contained in a single, easy-to-use, Windows®-based application, supported by the power of Microsoft® SQL Server®. It's the system of choice for growing distributors across a variety of industries:

- ▶ Industrial
- ▶ Fasteners
- ▶ Fluid Power
- ▶ HVAC
- ▶ Tile and Flooring
- ▶ Medical Supply
- ▶ Janitorial and Sanitation
- ▶ Paper and Packaging
- ▶ Petroleum
- ▶ Pharmaceuticals

When it comes to the core business functions you need to grow your distributorship, nothing comes close to or goes as far as the Epicor Prophet 21 software system:

- ▶ eCommerce Services
- ▶ Mobility Tools
- ▶ Value-Added Services
- ▶ In the Cloud, Hosted, or On-Premises Deployment Options
- ▶ Customer Relationship Management
- ▶ Wireless Warehouse Management
- ▶ Extensibility and Flexibility
- ▶ Sales and Order Management
- ▶ Flexible Pricing Management
- ▶ Inventory Optimization
- ▶ Purchase Management
- ▶ Financial Management
- ▶ Service Management
- ▶ Reporting and Customer Analytics

It's more than "pick, pack, and ship," it's an intuitive tool that will help you empower employees, save valuable time, and boost your bottom line while growing your top line. The Prophet 21 software system helps you easily add product lines and services, while extending your market reach and attracting more accounts. It gives you the ability to respond quickly to changing customer demands, which can keep those customers coming back.

Simply put, the Prophet 21 system grows your business.

Prophet 21 offers unique capabilities to grow your business by reaching more customers, delivering more value to each customer and defending your accounts from the large, low-price competitors like Amazon and Grainger.

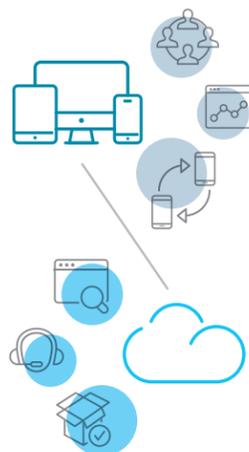


If you want to grow, you need to reach more customers.

The customers are out there. If you want to connect with them in today's rapidly changing marketplace, you need effective, easy-to-use eCommerce, cloud, and mobile tools. These are the kind of tools the Epicor Prophet 21 system brings together—integrating them into your systems, gathering information from your eCommerce storefront and mobile employees, increasing visibility, and making sure everyone from the web to the shipping dock is working together.

Epicor gives you a choice in eCommerce, including cloud and mobile solutions—options that fit both your business needs and technology strategy, giving your people the power to win global customers from global competitors.

From digital, do-it-yourself tools and deep distribution applications, to modern open-platforms, Epicor helps you deploy and grow as you need to.



Connect with customers at every stage of the process.

Epicor Commerce Connect: *an open digital commerce platform with a wide variety of B2C and B2B tools to help you find, attract, and convert new customers into business accounts; the open system allows for specialized add-on apps and services, so as your eCommerce network grows, you'll be able to capitalize on more opportunities.*

Cloud Solutions: *access-from-anywhere tools that offer real-time connectivity between branches, mobile employees, and partners; enhanced operational efficiencies unavailable in legacy systems; and a new level of security, monitoring, and disaster prevention.*

Epicor Mobility: *Apple or Android connectivity that allows employees on the move to access the information they need to be productive, even when they're away from their desks.*

If you want to continue that growth, you need to deliver more value.

It might seem daunting to take on massive, low-price distributors like Amazon and Grainger, but you have something they don't: the ability to customize.

Where they're interested in uniform-volume product sales, you can provide a wide variety of services that meet specific client requirements and requests. This takes you beyond pick-pack-ship, differentiating you by letting you focus on your customers' business types.

Tailor your business to your customers' needs.

- ▶ Don't just identify the specialized services your customers require, *act* on them
- ▶ Simplify the bidding process, no matter how complex the job
- ▶ Easily manage job quotes through the purchasing process and into the project phase
- ▶ Stage deliveries to differing locations
- ▶ Make things easier in the back office, with staged billing and tracked change orders

- ▶ Take the guesswork out of determining how many items or kits you can assemble from current stock
- ▶ Capture labor and material costs along with the current status of work in progress

Expand your business with managed inventory services.

- ▶ Provide inventory services, manage customer on-site inventory, and support inventory vending
- ▶ Connect to your suppliers, provide visibility into stock positions, and expedite order placement

Add value to your product with kitting, assembly, and light manufacturing.

- ▶ Efficiently manufacture, stock, track, and sell assemblies, kits, and other custom products
- ▶ Bundle items that are typically sold as a single order line, eliminating the need to re-enter SKUs over and over again
- ▶ Reduce order entry time and avoid manual entry errors
- ▶ Boost sales by setting up kits and upselling assemblies to customers with consistent group orders

Lower your customers' ownership costs with post-sale services.

- ▶ Expand your revenue and increase your value to customers by offering staged deliveries, field service, maintenance/calibration, and equipment rentals
- ▶ Offer global shipping and LTL and TL freight, giving customers real-time shipping status to help keep their projects on track

Epicor Prophet 21: A closer look at what's in it for distributors

Reach More Customers

eCommerce, Cloud, and Mobility

- **eCommerce Tools and Open Systems**—Prophet 21 API and ECC Connector
- **eCommerce Prophet 21 Distribution Application**—B2B Seller
- **eCommerce Open Platform Solution**—Epicor Commerce Connect, the open system platform provides a selection of specialized add-on apps and services from an infrastructure of eCommerce software and support providers
- **Mobile Sales**—provide your sales force with the latest information to maximize responsiveness
- **Mobile Portals**—securely deliver business information through mobile devices (Android or Apple)—customize to each employee's needs, to keep your personnel synchronized when on the move
- **Mobile Delivery**—connect your delivery resources to real-time information for accurate service
- **Flexible Deployment**—Available as on-premises software purchase, a hosted service or in the cloud

"We've always done well against other companies our size; it's the national competitors we've always had challenges with in the past, due to the lack of a web-based ordering platform. B2B Seller makes us look larger and more competitive—and helps us win business we may not have had a chance at before."

Tom Sisti, VP of Information Technology | Medical Specialties Distributors

Deliver More Value

Tailor To Customer Needs

- **Long-term Contract Pricing**—for loyal, volume buyers and OEMs
- **Staged Material Deliveries**—track project activities, ship where and when material is needed
- **Progress-based Milestone Billing**—pre-agreed billing points with change order and cost tracking
- **Vendor Rebate Tracking**—track and report purchasing under vendor rebate programs

"The Prophet 21 system is currently the internal control backbone of the company. It is used daily by nearly every employee, ranging from operations and customer service to warehouse management. I've never had a better feel for our company and the services we provide to customers."

Noah Lam, President and Owner | Connetquot West Inc.

Kitting, Assembly, and Light Mfg.

- **Production Orders**—track orders through production processes while adding labor and material costs
- **Process Orders**—assemble and manage orders for out-of-house/third party services
- **Kitting and Assembly**—dispatch orders for kitting or assembly

"The kitting and hose decoder features are very powerful. We've also adopted new signature capture technologies, both at our sales counter and via PDAs for deliveries. Having customers in the U.S. and Canada and vendors all over the world makes the multi-currency and container receipts functionalities very convenient for our business."

Dean Gordon, President | DeeTag Ltd.

Managed Inventory Services

- **Consigned Inventory**—leverage your investments in facilities, people, and systems to manage customer inventory within your facility
- **Supplier-managed Inventory**—reduce customer order/fulfillment costs, strengthen the relationship, and grow your "share of the wallet" into related business areas
- **Inventory Vending**—add even more location value and avoid re-order delays and paperwork costs

"The integrated supply management capability of Prophet 21 is great for VMI and MRO. Now we have one solution for billing, data mining, and reporting, all customized for our customers."

Jim Ruetz, President & General Manager | All Fasteners

Post-Sale Services

- **Service and Maintenance**—track service contracts, preventative maintenance schedules, warranties, and more, while monitoring service technicians' schedules and open service orders.
- **Mobile Proof of Delivery**—capture signature, times, maps, account information, and delivery instructions for your delivery fleets
- **Ship Connect**—provide your customer shipping needs, from domestic to international with real-time status—plus vessel and container tracking for incoming shipments
- **Rental Services (pending)**—manage, maintain, and coordinate rental equipment and charges

"Proof Of Delivery gives us data to e-mail customer invoices, addressing potential questions ahead of time. It also gives us the ability to track delivery metrics, one of our largest expenses, in ways not previously possible. It is helpful to see where delivery costs are outweighing profit margins for particular customers or orders—for example, learning where a delivery could be added on to an existing run rather than requiring a separate trip."

Jimmy Sobeck, VP of Finance & Administration | New South Construction Supply

Secure Your Accounts

Customer Analytics

- **Customer Profitability Analyzer**—assign business costs to customers to discover account profitability
- **Buying Trend Analyzer**—know when a customer changes his purchase pattern so action can be taken
- **Strategic Pricing Analyzer**—identify each customer's key products and build custom price lists that maximize profit and minimize risk
- **Fast ad-hoc reports/XL Connect**—use real-time links from the Prophet 21 General Ledger into the familiar Microsoft Excel product

"Strategic Pricing provided the easiest ROI I've ever seen in my career. We tell other Prophet 21 customers, Strategic Pricing pays for the entire Prophet 21 system investment!"

Russ Frazee, COO | FCx Performance Inc.

Customer Relationship Management

- **Special Offers, Information Sharing, and Relationship Events**—stay in touch with your customers to keep their interest
- **Manage Loyalty/Retention Programs**—build your own loyalty program and monitor it within Prophet 21
- **Up-sell Customers**—communicate your capabilities, keep advancing your value position
- **Track Customer Buying Habits**—know when customers change their buying behavior, and why
- **Sales force automation**—track lead/sales progress by defining opportunities, setting sales stages, and employing rich analytics to measure pipelines
- **Account Calling Programs and Email Newsletters**—stay in touch, promote, educate, monitor customer satisfaction

"The company uses Prophet 21 CRM to do everything from managing sales opportunities and viewing the sales pipeline, to making financial and investment decisions based on trends in the pipeline. We all work from one database now, whereas in the past, our customer service department used a separate database. Without realizing it, we were duplicating a lot of efforts. With one database, we are much more current and coordinated."

Dave Scaglione, Vice President of Sales and Marketing | Electro-Matic

grow business  not software™



If you want to keep that growth, you need to secure your accounts.

Nothing is more important than taking care of the customer, and Epicor Prophet 21 gives you a better picture of what your customers think, want, and need. You'll have insight into how their businesses work, and you'll know which customers work best with your business.

This makes them more productive and you more profitable.

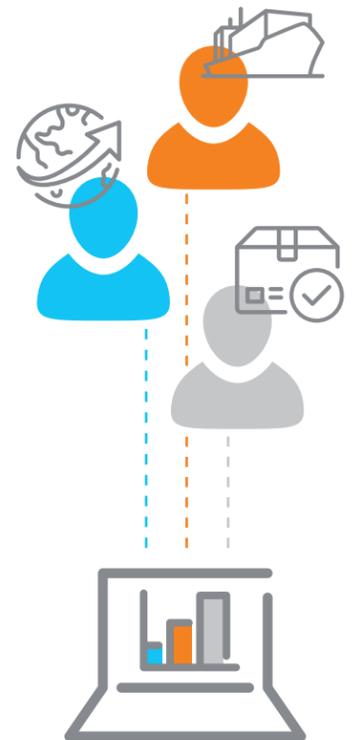
The Epicor Prophet 21 system helps you maintain your most valuable customer relationships by keeping you connected and ensuring that you're able to anticipate—not merely meet—their needs.

Protect your customer connections with Epicor analytic tools.

- ▶ Track customer behaviors and use that information to fine-tune your business processes
- ▶ Enhance your decision-making capabilities with built-in dashboards and easy-to-follow metrics
- ▶ Use customer purchase histories to develop optimal prices for each account and every product
- ▶ Assess the profitability of each account
- ▶ Examine overheads and other business costs to determine where profits really come from

Maintain relationships and minimize loss with Epicor CRM.

- ▶ 68% of customers leave because they're feeling ignored, not because prices are too high
- ▶ Build loyalty programs and discount plans that *keep* customers, rather than incurring the high cost of searching for *new* customers
- ▶ Stay on top of customer data and stay connected with each account
- ▶ Improve service quality and monitor customer satisfaction, detecting concerns before they become problems
- ▶ Build lead-gen call lists and effectively manage calling programs
- ▶ Track customer buying habits to know what they need and when they need it



Know what your customers need before they need it.



You're capable of
almost anything.

Epicor Prophet 21 Capabilities

eCommerce and Cloud

- ▶ Epicor Commerce Connect
- ▶ B2B Seller
- ▶ B2B Seller Mobile
- ▶ Cloud and On-premises Deployment

Mobility Tools

- ▶ Prophet 21 Mobile Sales
- ▶ DynaChange™ Mobile Portals
- ▶ Mobile Proof of Delivery
- ▶ Handheld Bin Management
- ▶ B2B Seller Mobile

Value-Added Services

- ▶ Production Order/Light Manufacturing
- ▶ Service and Maintenance
- ▶ Secondary Processing
- ▶ Vendor Managed Inventory
- ▶ Assembly and Kitting

Customer Relationship Management

- ▶ Contact Management
- ▶ Lead and Opportunity Management
- ▶ Marketing Management
- ▶ Prophet 21 Mobile Sales

Wireless Warehouse Management

- ▶ Shipping and Receiving
- ▶ License Plating/Tagging
- ▶ Multiple Pick Methods
- ▶ Cross-Docking
- ▶ Wireless Warehouse Management
- ▶ Hand-held Wireless Terminals

Extensibility and Flexibility

- ▶ DynaChange™ Screen Designer
- ▶ DynaChange™ Rules
- ▶ DynaChange™ Portal Designer
- ▶ Open SQL Database
- ▶ Prophet 21 API ECC Connector

Sales and Order Management

- ▶ Prophet 21 Mobile Sales
- ▶ eCommerce
- ▶ Quote Management
- ▶ Powerful Pricing Matrix
- ▶ Advanced EDI
- ▶ Front Counter Sales
- ▶ Value-Added Services—Kitting and Light Manufacturing Capabilities
- ▶ Automatic Allocation
- ▶ Rebate Tracking
- ▶ Commissions Management
- ▶ Strategic Pricing
- ▶ AutoOrder

Inventory Optimization

- ▶ Advanced Demand Forecasting
- ▶ VMI
- ▶ Distribution Requirements Planning
- ▶ Branch Transfer Management
- ▶ Physical and Cycle Counting
- ▶ Return Goods Management
- ▶ Dynamic Bin Management

Purchase Management

- ▶ Vendor RFQ Management
- ▶ Direct Ship and Special Purchases
- ▶ Landed Cost Tracking
- ▶ Vessel and Container Tracking
- ▶ Freight Cost Allocation
- ▶ Vendor Rebate Tracking

- ▶ Advanced Demand Forecasting
- ▶ Distribution Requirements Planning
- ▶ GMROI
- ▶ Return Goods Management
- ▶ Advanced EDI

Financial Management

- ▶ General Ledger
- ▶ Accounts Payable
- ▶ Vendor Invoice Automation
- ▶ Accounts Receivable
- ▶ Cash Collections
- ▶ Tax Connect
- ▶ Vendor Rebates
- ▶ Multi-currency Capabilities
- ▶ Multi-company Capabilities

Reporting and Analytics

- ▶ Customer Buying Trend Analysis
- ▶ Strategic Pricing
- ▶ Sales Master Inquiry
- ▶ Epicor Business Analyzer
- ▶ Customer Profitability Analyzer
- ▶ XL Connect
- ▶ Executive Metrics
- ▶ 200+ Standard Reports
- ▶ Import/Export Data
- ▶ Open SQL Database

Prophet 21 is commonly used by distribution market leaders from these industries: industrial, fasteners, fluid power, HVAC, janitorial, medical supply, packaging, paper, petroleum, pharmaceutical, tile, lumber/building and consumer goods.



The best practices in distribution, built into your decisions

That's growth with Epicor Prophet 21.

About Epicor

Epicor Software Corporation drives business growth. We provide flexible, industry-specific software that is designed around the needs of our manufacturing, distribution, retail, and service industry customers. More than 40 years of experience with our customers' unique business processes and operational requirements is built into every solution—in the cloud, hosted, or on premises. With a deep understanding of your industry, Epicor solutions spur growth while managing complexity. The result is powerful solutions that free your resources so you can grow your business. For more information, [connect with Epicor](#) or visit www.epicor.com.



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