Epicor Brochure

Epicor Eclipse

A powerful, industry-leading business management system for electrical, plumbing, HVAC, and PVF distributors

EPICOR

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

No other ERP provider knows distribution like we do. We are focused on the things that matter to you such as front counter capabilities, work queues, job management, advanced inventory forecasting, EDI, and contract pricing. We build our software on industry best practices and decades of distribution experience. Epicor Eclipse software is designed specifically for distributors and can be deployed in the cloud or on premises.

This is how Epicor solutions fit distribution businesses to ease operations and drive growth.

Epicor helps 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 for distributors like you 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, manage jobs and do progress billing, 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.

Eclipse is built upon the premise that software should work the way distributors work—not the other way around

Eclipse is a powerful, robust business system built for distributors. It's the software of choice for growing distributors across a variety of industries—including electrical, plumbing, PVF, and HVAC. 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® Eclipse® system. Eclipse enables your most critical business areas to work more efficiently, including:

- Customer relationship management
- Sales order management
- Job management
- Financial management
- Work queues

- Supply chain management
- Wireless warehouse management
- eCommerce solutions
- Business intelligence and analytics

It's more than "pick, pack, and ship." It's an intuitive tool to help you empower employees, save valuable time, and boost your bottom line while growing your top line. It's designed around the unique business processes distributors use every day. It's not a one-size-fits-all solution—it's a solution fit for you.

Eclipse offers capabilities to grow your business by reaching more customers, delivering more value to each customer, and defending your accounts from 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 and mobile tools. These are the kinds of tools the Epicor Eclipse 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.
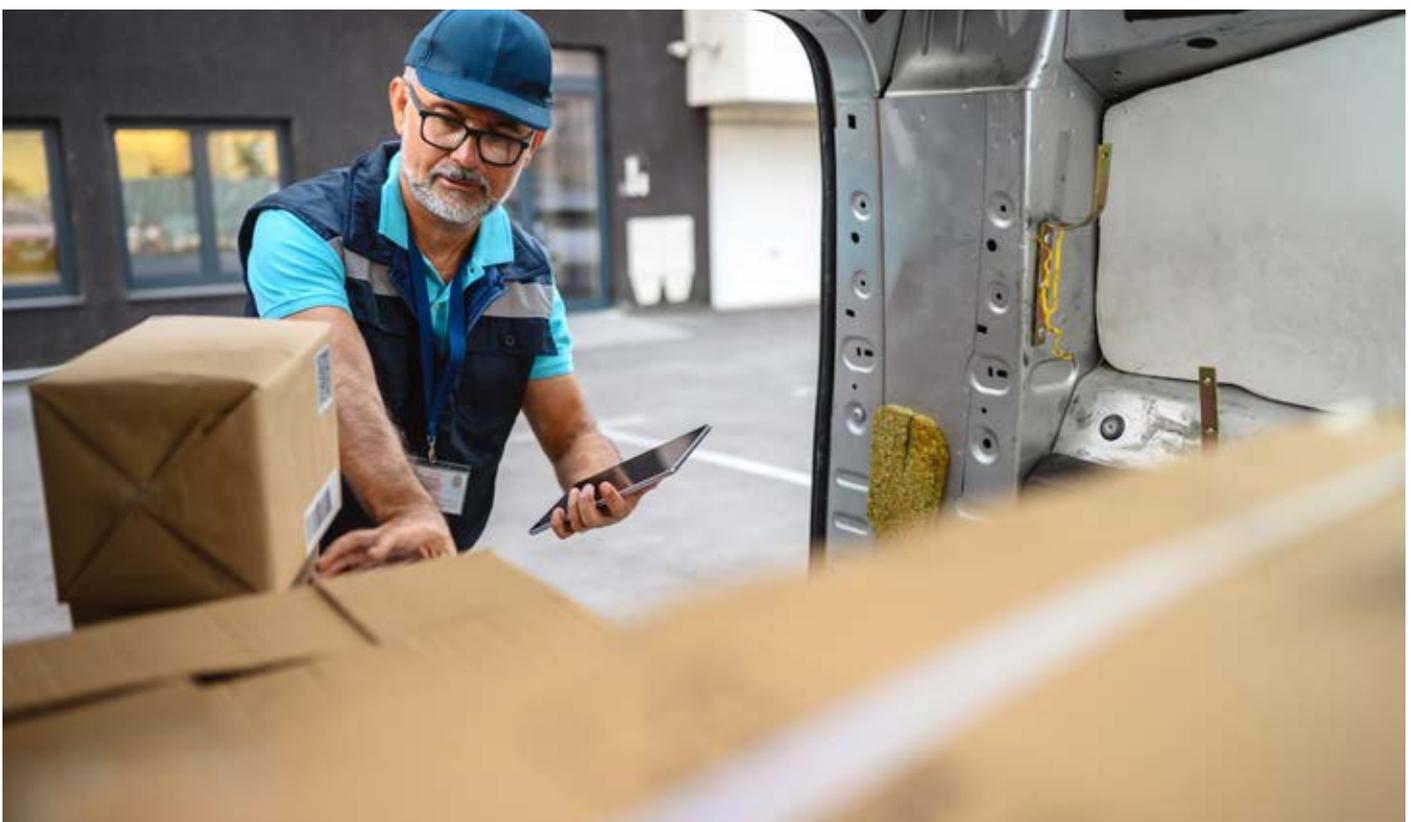
Epicor gives you a choice in eCommerce—including cloud and mobile solutions. These options fit both your business needs and technology, so your people are empowered to win global customers from global competitors.

From digital DIY tools, to focused distribution, and the latest open-platform solutions, Epicor lets you deploy customer-connection capabilities as you need them:

- Epicor Commerce Connect (ECC)—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. ECC is integrated with Eclipse to give you a best-in-class distribution business system and leading global eCommerce platform.

- Eclipse Mobile—Apple® or Android™ connectivity allows employees to manage customers' mobile shopping carts, credit data, price settings, and shipping instructions—linking employees on the move to all the information they need to be productive while they're away from their desks.

- Epicor Proof of Delivery— Secure, confident delivery of your shipments with mobile connection to your drivers' daily route information, maps, driving information, and delivery instructions.

- Eclipse Mobile Showroom—The Eclipse showroom application empowers an Eclipse distributor showroom salesperson to "work the floor" with a tablet device that enables easy capture and maintenance of bids for customers.

Connect with customers at every stage of the process.

If you want to boost 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 high-volume product sales, you can provide highly specialized 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.

- Bid, order, and manage large electrical, HVAC, and plumbing distribution jobs with intuitive bid and job management tools

- Serve customers better by managing job bids, converting bids into booked orders, staging purchases during execution, and making deliveries to differing locations

- Keep your team productive in everything from cost management to returns management

- Do more with less—run a more organized office with more satisfied customers and more projects

Expand your business with managed inventory services.

- Provide inventory services, manage customer onsite inventory, and support inventory vending

- Connect to your suppliers, provide visibility into stock positions, and expedite order placement

- Use Eclipse EDI to electronically process documents for purchasing, scheduling, and sales activities

- Significantly lower your administrative costs while strengthening customer relations, reducing inventory, and shortening sales cycles

Eclipse — A Closer Look at What's in It for Distributors

Reach More Customers
eCommerce, Cloud, and Mobility

- **eCommerce**—ECC is a full-service digital commerce solution tightly integrated into Eclipse for distributors to modernize their business and get the productivity of a cloud-based, digital commerce system

- **eCommerce Open Platform Solution**—ECC provides a selection of specialized add-on apps and services from an infrastructure of eCommerce software and support providers

- **Eclipse Mobile**—enables your workforce to be more productive and provides information on any device to maximize responsiveness

- **Proof of Delivery**—connect your delivery resources to real-time information for accurate service

- **Flexible Deployment**—available in the cloud or on premises

"We use the system on a daily basis to review instantaneous product information from the point that merchandise arrives at the warehouse, through the confirmation of receipt with customer signatures recorded on a mobile device."

—Brad Schwartzseid, Warehouse and Distribution Operations Manager | Everflow Supplies Inc.

Improve Processes

Tailor To Customer Needs

- **Long-Term Contract Pricing**—for loyal, volume buyers and OEMs
- **Special Pricing Agreements**—support for electrical industry standards
- **Small Project Job Management**—help for managing large commercial lighting and switchgear projects
- **Staged Material Deliveries**—track project activities and 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
- **Task-Focused Graphic Interface**—extended across all Eclipse screens—as employees are more efficient, your customers see faster responses and more accurate service

"For special pricing on a vendor, we can create a separate group in Eclipse by setting up a price matrix at a certain multiplier. Likewise, if we want our top 500 customers to receive a special price, we have the ability to take that large quantity of data and export and manipulate it."

—Mark Temple, President | Johnstone Supply-Tulsa

Improved Processes

- **Consigned Inventory**—leverage your investments in facilities, people, and systems to manage customer inventory within your facility
- **Customer-Owned inventory**—reduce customer storage and handling costs, increase your margins, and deepen relationships
- **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
- **Freight Audit Queue**—can increase your bottom line with clear visibility of how well you pass along inbound freight costs
- **Advanced Cycle Counting**—helps you improve inventory accuracy, reduce stock-outs, and increase your turns

"Eclipse provides such an accurate overview of our entire stock—no matter the location—that it has helped us to reduce inventory by 10–15 percent. The system has enhanced our cash flow and revenue streams, since we're no longer overstocking the warehouse."

—Thomas Ditchfield, Executive Vice President of General Operations | Wholesale Plumbing & Supply, Inc.

Secure Your Accounts
Business Intelligence and Analytics

- **As-Of Reporting**—Hundreds of built-in standard reports, and "as-of" reporting enable you to quickly see important information
- **Epicor Data Analytics (EDA)**—provides interactive dashboards and analysis of data to give you deeper insight into how your business is performing

- **Strategic Pricing**—identify each customer's key products and build custom price lists that maximize profit and minimize risk
- **Fast Ad-Hoc Reports**—use Eclipse Reports to create reports specific to your business needs

"For us, Strategic Pricing was the most effective, systematic way to improve our margins."

—Joel Becker, President/CEO | TORRCO

If you want to sustain growth, you need to secure your accounts

Taking care of your customers is essential, and Eclipse 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.

Eclipse 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 analytics 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 overhead and other business costs to better understand profits
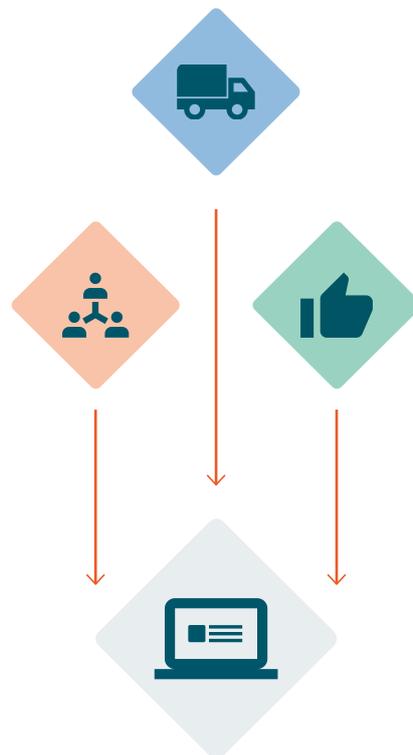
Maximize margins with SPARXiQ Strategic Pricing

• Know how much and how often each customer does business with you and how valuable each piece of business is

• Use customer purchase histories to develop optimal prices for each account and every product

• Build pricing for each account that balances gross margin with customer satisfaction

Connecting Your Business to the World

Today's fast-moving business environment requires tighter integration between you, your partners, and your customers than ever before. This tight integration is especially critical for your business systems. To provide the responsiveness you need, your business system must simultaneously talk to other in-house applications, websites, and Internet content.

The Eclipse Application Programming Interface (API) provides a full .NET Core engine that delivers REST endpoints to connect to Eclipse data. The Epicor Eclipse API is a powerful web-services tool that can help connect your business to the world.

Know what your customers need before they need it.

EPICOR

Wireless Warehouse Management

- Receiving and Put-Away
- Pick, Pack, Ship
- Group and Zone Picking
- Inventory Movement
- Physical/Count Cycle Counting

Job Management

- Manage Large Commercial Lighting and Switchgear Projects
- Bid Schedules
- Project Management
- Hold for Release and Release POs
- Change Order Management
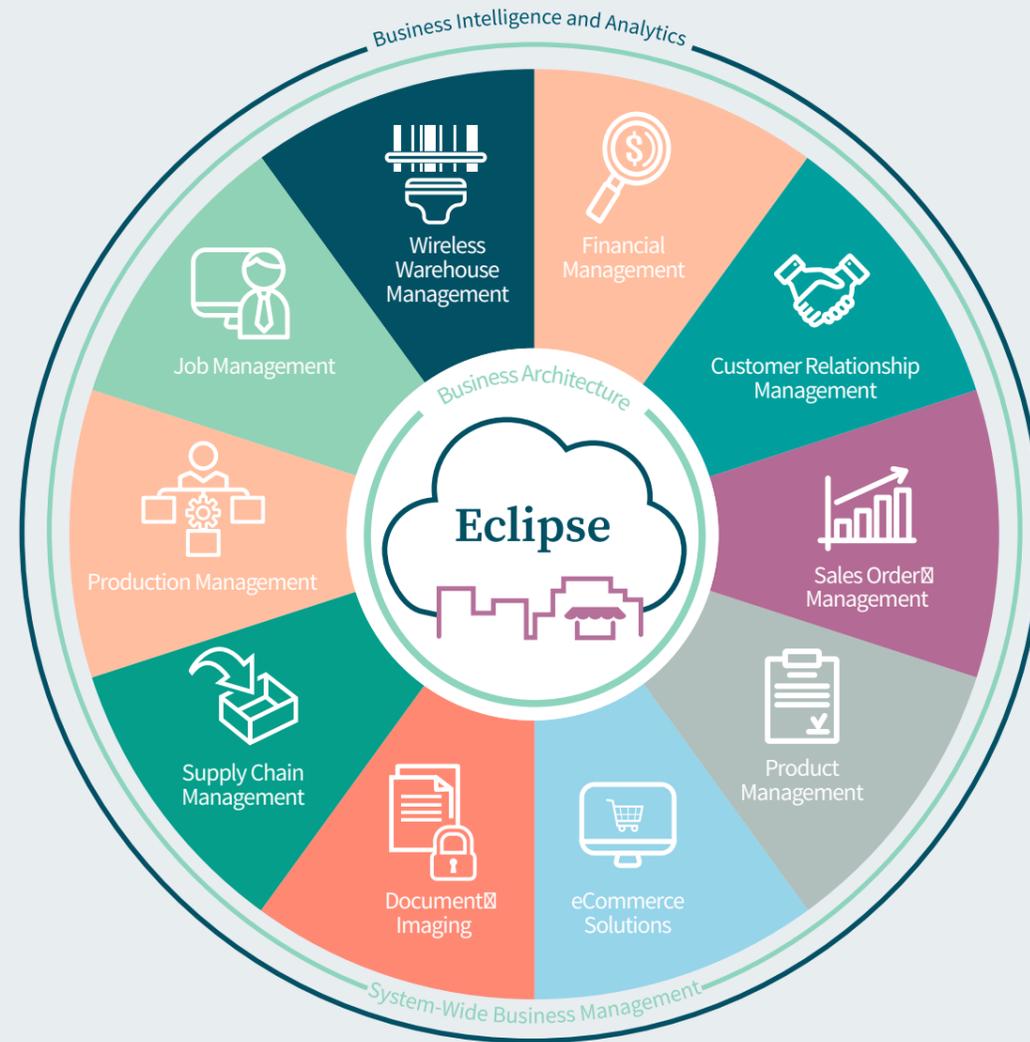- Job Financial Summary

Production Management

- Work Order Processing
- Kits and Assemblies
- Third-Party Processing
- Progress Billing
- Cut Product Management

Supply Chain Management

- Purchasing Management
- Advanced Demand Forecasting
- Automated Replenishment
- Inventory Optimization
- Customer- and Vendor-Managed Inventory

Document Imaging

- Content Protection
- Document Retention
- Auto-Barcode Indexing
- Workflow
- Full Integration

Financial Management

- General Ledger
- Accounts Payable
- Accounts Receivable
- Financial Reporting
- Tax Management
- Credit and Collections

Customer Relationship Management

- Contact Management
- Opportunity Management
- Mobile Access
- Loyalty Program Management

Sales Order Management

- Quote and Order Management
- Counter Sales
- Integrated Credit Card
- Automated Rebates/SPA
- Mobile Sales
- Integrated eCommerce
- Strategic Pricing
- Comprehensive Matrix Pricing

Product Management

- Product Data Management
- Import/Export Data
- Product Data Warehouse
- Taxonomy
- Manage Accessories and Substitutes
- Product Costing

eCommerce Solutions

- B2B and B2C Channel Support
- Full Integration
- Compelling Storefronts
- Mobile Access
- Real-Time Stock Levels
- Search Engine Optimization

Business Intelligence and Analytics

Business Architecture

Eclipse

System-Wide Business Management

Wheel segments:
- Wireless Warehouse Management
- Financial Management
- Customer Relationship Management
- Sales Order Management
- Product Management
- eCommerce Solutions
- Document Imaging
- Supply Chain Management
- Production Management
- Job Management

Business Intelligence and Analytics

- Operational Reports/Dashboards
- Descriptive Analytics (Business and Financial User Reporting/Dashboards)
- Diagnostic Analytics (Scorecards/KPIs, Financial Planning)
- Predictive Analytics (Forecasting)
- Role-Based Analytics and Business Intelligence
- Mobile Business Intelligence

System-Wide Business Management

- Intuitive Search
- Timelined System
- Automated Work Queues
- Multicompany
- Multicurrency Management
- EDI

Business Architecture

- Cloud or On-Premises Deployment
- Linux
- Java NOSQL Universe
- API

You're capable of almost anything

Epicor Eclipse helps with:

Financial Management
- General Ledger
- Accounts Receivable
- Accounts Payable
- Credit Management
- Timelined Accounting
- Activity-Based Costing
- Credit Card Authorization

Reporting and Analytics
- Business Intelligence
- Pre-Configured Reports
- Custom Report Writer
- KPI Reporting
- Event Tracking

Purchase Management
- Demand Forecasting
- Replenishment Planning
- Automated Purchasing
- Procurement Management
- Buying Groups

System-Wide Business Management
- Transaction-Based Architecture
- Task Automation
- Intuitive Search
- Data Management
- Electronic Data Interchange
- System Security
- Document Imaging

Order Management
- Rapid Sales Order Entry
- Automatic Allocation
- Expedited Backorder Fulfillment
- Bid Management
- Job Management
- Profit and Rebate Management
- Commissions Management
- Gift Card/Loyalty Program Management
- Mobile Sales
- eCommerce

Inventory Management
- Cost and Pricing Management
- Physical and Cycle Counting
- Product Lifecycle Management
- Returns Management
- Product Data Warehouse

Warehouse Management
- Fulfillment Optimization
- Shipping and Receiving
- Wireless Warehouse Management
- Carton Packing
- Load and Route Planning
- Proof of Delivery

EPICOR

We're here for the hard-working businesses that keep the world turning. They're the companies who make, deliver, and sell the things we all need. They trust Epicor to help them do business better. Their industries are our industries, and we understand them better than anyone. By working hand-in-hand with our customers, we get to know their business almost as well as they do. Our innovative solution sets are carefully curated to fit their needs, and built to respond flexibly to their fast-changing reality. We accelerate every customer's ambitions, whether to grow and transform, or simply become more productive and effective. That's what makes us the essential partners for the world's most essential businesses.

Contact Us Today: info@epicor.com | www.epicor.com