



Epicor Solution Overview



Epicor ERP eliminates complexity, making ERP easier to use, more collaborative and more responsive.

Introducing Epicor ERP

Epicor minimizes the complexities of traditional ERP to deliver a solution that emphasizes ease of use, collaboration, and responsiveness. With the flexibility to run on premise or in the cloud, Epicor delivers a comprehensive set of global functionality—enabling you to drive profitability, inspire innovation, and respond quickly to an evolving business environment.

At the core of Epicor is an agile business architecture designed to give you the flexibility to adapt to the varying requirements of different countries, industries, and devices. Epicor fulfills the demand for immediate access to business information, delivering rapid time to value, and driving greater collaboration through real-time access. With Epicor ERP, you have the platform to ensure you stay ahead in a fast-changing world.

Visionary Enterprise Applications

In today's fast-moving economy, a powerful combination of imperatives is impacting all businesses:

- ▶ Overcoming internal inefficiencies that restrict your ability to respond and an ever-changing business dynamic to drive new products and services
- ▶ Satisfying elevated user expectations for levels of responsiveness, ease-of-use, and secure access to enterprise applications regardless of location or device
- ▶ Blending business processes across multiple internal facilities with the processes and systems of your customers, suppliers, and partners
- ▶ Responding to increasing globalization, requiring you to compete with an expanding landscape of competitors
- ▶ Delivering in-context business analysis to support real-time decisions as well as short-, mid-, and long-term strategic goals

Epicor understands these challenges, as well as the opportunities they can create. We recognize that sometimes there is no roadmap for adapting to shifting requirements and market conditions.

In response, we've evolved the visionary Epicor ERP to change your relationship with ERP and optimize performance across your entire enterprise—whether you operate on a local, regional, or global scale.

With Epicor, you can build an inspired business by implementing service-oriented technologies that deliver your essential business processes, built on a platform for change—adaptable to business context, and information-rich in operation.

Collaboration Inspires Success

The principles of Enterprise Resource Planning are founded on the benefits of working together. Advances in consumer-oriented technologies have raised expectations of collaboration to new levels. At Epicor, we see the business advantages of ERP for everyone and believe that the exchange of ideas made possible by stronger collaboration drives innovation. Epicor ERP fosters collaboration with functionally rich, easy-to-use solutions and embedded social principles.

The elevated expectations of users result in the requirement for ERP to become more accessible, both for “heads down” users and the ad hoc and indirect users in the broader workforce. As you think about your organization, what proportion of your colleagues are directly engaged with your current ERP solutions? As your core business solution, everyone has a need for some level of interaction with ERP, however infrequent. Epicor ERP addresses these challenges by augmenting traditional ERP capabilities with a new approach to collaboration.



Embedded within Epicor ERP, Epicor Social Enterprise (ESE) supports the fundamental shift in the way organizations collaborate, both internally and externally. Depending on circumstances, examples might include collaborating around a project, a customer incident, a quality issue, a procurement challenge, or a planning event. ESE changes your relationship with ERP, enabling everyone to securely engage within your businesses and leverage ERP to make more informed decisions. Online social engagement reduces the frequency of meetings and improves the speed of decision making, delivering a new level of business efficiency. Activity streams are used to monitor changes, conversations, and discussion topics and can be accessed in a browser or in context of the relevant ERP form. Epicor Enterprise Search delivers the ability to mine the knowledge retained across all Epicor ERP, including ESE activity streams. These familiar embedded components enable users to easily subscribe and unsubscribe to information essential to their role as and when the situation demands.

Collaboration within Epicor ERP also extends to more effective trading relationships with customers and suppliers. Epicor Commerce Connect delivers a seamless online trading environment allowing you to efficiently engage directly with your business partners, further strengthening relationships to inspire greater success.

Freedom of Choice

How you deploy your business solutions is your choice and should not become a constraint that limits your options—either now or in the future. Whether you are looking to procure your ERP solution on a software as a service (SaaS) subscription basis, as a managed service or as an on premise solution, Epicor ERP gives you the freedom to choose.

As the only ERP solution that can be deployed in any manner—from on premise, virtualized, hosted, or true cloud in a single version—Epicor is uniquely positioned to enable you to focus on the functional needs of your business without compromise. Epicor ERP has the flexibility to meet your budget profile and to scale up and out, giving you the freedom to change deployment approach as business imperatives evolve.

Immediately Productive And Simply Easy to Use

The rise of consumer technologies, easy-to-use apps, and social networks has created a new imperative for business applications. Traditional ERP can be notoriously complex to implement, use, and maintain; Epicor ERP is different. We focus on continuously eliminating complexities, and providing innovative solutions that encourage the use of ERP—from intuitive navigation to configurable dashboards—to empower every user to create their own “My ERP.” We embed capabilities that make it simple for users—particularly infrequent users—to access information in real time, spurring innovation. To augment the inherent usability of Epicor ERP, we deliver embedded help, embedded training courses, and our comprehensive Epicor University curriculum.

Our focus on reducing complexity enables Epicor ERP to deliver exceptional ease of adoption. For example, we incorporate tools and workbenches to simplify implementation and streamline upgrades. These allow you to stay current and take advantage of new capabilities as quickly as they become available.

Responsive ERP That’s as Mobile as You Are

The days of coming to the office, logging into an ERP system, then leaving it all behind at the end of the day are long gone. Work has moved beyond a PC in a cubicle or office: to the customer site, on the plant floor or in the warehouse, in the field or on a supplier visit. In today’s always-connected world, users demand access 24/7, with a consistent experience that flows between devices. Support for touch and gestures and the ability to fully interact with business systems—beyond simply drilling into analytics—is becoming the new normal.

End user demands for greater control over the user experience are increasing. Individuals expect to be able to manipulate screens and dashboards in a manner that is relevant to a particular role, task or point in time.

Epicor recognizes the challenges these competing demands can have, and the implications for ERP to ensure enthusiastic adoption throughout the organization. We focus on ensuring that our business architecture and business solutions enable you to stay ahead of the curve, and your users are fully productive however they choose to interact with Epicor ERP.



Financial Management

- General Ledger
- Accounts Payable
- Accounts Receivable
- Credit and Collections
- Cash Management
- Fixed Asset Management
- Financial Planning
- Advanced Financial Reporting
- Advanced Allocations
- Consolidations and Eliminations
- Tax Connect

Customer Relationship Management

- Contact Management
- Lead and Opportunity Management
- Case Management
- Marketing Management
- Mobile CRM
- Customer Connect

Sales Management

- Estimate and Quote Management
- Order Management
- EDI/Demand Management
- Point of Sale
- Commerce Connect
- Mobile Sales Assist

Human Capital Management

- Core HR
- Payroll (US)*
- Recruitment
- Reporting & Analytics
- Talent Management
- Direct Access
- Mobile HCM

Service Management

- Field Service
- Contract Management
- Maintenance Management
- Returned Material Authorization
- Mobile Field Service

Enterprise Performance Management

- Planning and Forecasting
- Operational Data Store and Data Warehousing
- Scorecards and KPIs
- Role Based Content
- Trackers and Dashboards
- Mobile Business Intelligence

Governance, Risk, and Compliance

- Risk Management
- Security Management
- Corporate Governance
- Global Trade Compliance
- Environmental and Energy Management

*Available in the US only - please check with your Epicor office for local solutions.

Supply Chain Management

- Purchase Management
- Distribution Requirements Planning
- Inventory Management
- Shipping and Receiving
- Warehouse Management
- Advanced Material Management
- Supplier Relationship Management
- Supplier Connect

Production Management

- Job Management
- Lean Production
- Manufacturing Execution System
- Quality Assurance
- Advanced Quality Management
- Advanced Manufacturing Execution System
- Enterprise Manufacturing Intelligence

Planning and Scheduling

- Forecasting and Master Production Scheduling
- Material Requirements Planning
- Scheduling and Resource Management
- Advanced Planning and Scheduling

Project Management

- Project Planning
- Resource Management
- Time Management
- Expense Management
- Project Billing
- Mobile Time
- Mobile Expense

Product Data Management

- Bill of Materials
- Routings
- Product Costing
- Engineering Change and Revision Control
- Product Lifecycle Management
- Product Configuration

Business Architecture

- SaaS, Hosted, and On-Premise Delivery
- Services Architecture
- Microsoft® .NET and SQL Server® Optimized
- Web Access, Mobile Access, Web Services
- Business Activity Queries
- Enterprise Search

Global Business Management

- Business Process Management
- Information Worker
- Service Connect
- Microsoft SharePoint® Publisher
- Social Enterprise
- Multicompany Management
- Multicurrency Management
- Global Multisite Management
- Multilingual Data Management
- Master Data Management
- Country Specific Functionality

Business Architecture: A Future-Proof and Efficient Foundation

Epicor ICE Framework drives our visionary enterprise applications, using state-of-the-art service architecture to not only meet business requirements today, but offer the flexibility to accommodate unseen opportunities in the future.

Epicor ICE technology is optimized for the Microsoft® platform, including Windows Server® and SQL Server®, providing a secure, highly available, and very cost-effective infrastructure for mission-critical applications such as ERP. Enterprises can easily tailor the platform and infrastructure to suit their best practices, including support for virtualization and many deployment options, either on premise, in the cloud, or a combination of both.

Epicor is designed with secure, yet open access to business logic functionality. Using the Epicor Everywhere™ Framework—a unique technology that stores all client business logic as XML metadata—information is available essentially everywhere, at any time, on any device, in either a smart client, browser-based interface, or mobile device. Users get the functionality and accessibility they need, while Epicor ICE technology makes underlying complexities invisible.

Epicor ICE is designed to maximize productivity that aligns with your business strategies by delivering solutions that combine Enterprise 2.0 concepts, such as enterprise search, social media, and real-time communication, with business acumen. You can engage resources across a worldwide network in real time, sharing information and insight, making the pursuit of profit truly a team effort.

This shift is made possible by advances in Epicor ICE technology and our approach to building enterprise software that allows information to be accessed from various data sources and locations in-context via in-application forms and role-oriented dashboards. Information workers can also view key ERP and customer relationship management (CRM) data in a broader context and take specific actions against it right from desktop productivity tools like Microsoft Outlook®, SharePoint®, Word, and Excel®.

The goal is to make the flow of information and processes—which support the highest visibility and efficiency across the value chain—transparent to users. In short, it's all about getting the right information to the right person at the right time—at the pace your business demands.

In effect, Epicor ICE business architecture lets you run your business, instead of being an obstacle to growth. Companies running Epicor can quickly employ and adapt business models that allow them to compete globally and domestically and to continuously improve performance.

Business Anywhere: Global Solutions, Local Expertise

You face intense competition—from thriving multinationals to the latest start-up. Epicor can help you differentiate your company by enabling an increased focus on planning and managing all resources, both within and across locations, companies, and global boundaries.

Epicor ERP features a unique “configurable engine” approach, which makes it easier to achieve the legal and legislative requirements of the world’s economies, as well as the multitude of international standards for finance including IAS, IFRS, and GAAP. This unique design approach represents a new way in which enterprise applications are designed, built and used, and reflects our more than 40 years of experience delivering ERP software to over 150 countries and in over 35 languages worldwide.

Epicor provides a consistent, repeatable, single solution approach that integrates your corporate headquarters with your divisions and operating locations. The global capabilities of Epicor applications enable the local, regional, or centralized deployment of master data and standard processes within a consistent, pervasive security framework. This ensures that operational information produced locally, from forecast to financials, cascades upwards into a single consolidated view of global activities that accurately reflects your organization’s performance.

We have offices around the world gathering requirements, developing applications, implementing software, and helping companies deploy best practices to compete and comply in their markets.

Designed For Your Industry


Epicor provides solutions that are tailor-made for the needs of manufacturers, distributors and service firms, supporting a comprehensive range of industries and vertical market solutions. One size does not fit all, which is why the unique “business layers” approach of Epicor allows our enterprise applications to support the differing complexities in industries from metal fabricators to automotive distributors to general business services firms. The benefits to you are that as your business grows and evolves, you can be confident that your Epicor solution will be able to grow with you.

Supporting your need to leverage geographic diversity on both the revenue and cost sides of your business, our comprehensive, industry-insightful Epicor ERP solution enables you to outpace the competition with more effective operations and world-class customer service.

Encompass Solutions Inc. is a dynamic and deeply experienced organization that provides expertise in ERP and business application systems.

Our consultants provide support and leadership to companies world-wide who are looking to analyze and refine their operations, whether through selection and complete implementation of state of the art ERP systems, integration and renovation of existing systems or analyzing and providing solutions to corporate challenges.

Contact us for more information on Epicor Products and Services

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