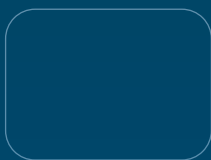
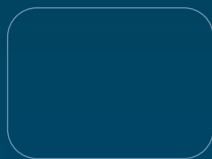
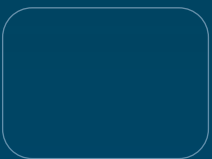
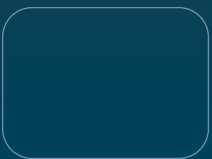


“Epicor demonstrated the lowest average total cost per user when looking at the combined cost of software, services and maintenance costs in mid-size companies.”

Cindy Jutras, Vice President and Group Director  
Aberdeen Group





# Epicor Global Services

Epicor is committed to a mutually successful and long-term business partnership with our customers. Our goal is to work with our customers in identifying and solving their business challenges today and help them face new opportunities tomorrow. To achieve this goal, Epicor combines innovative software with world-class service offerings managed by a single point of accountability to provide the most comprehensive, customer-oriented solutions possible.

Software is only one element of our solution. Effective consulting, training, and ongoing support is critical in maximizing our customer's investment. To ensure the initial and ongoing success of our customers' experience with our software, our services teams are dedicated to understanding our customers' needs, simplifying complexity and providing guidance. Epicor offers an array of consulting, education, support, and outsourcing services that enable our customers to take full advantage of their Epicor software and to maximize the return on their technology investment.

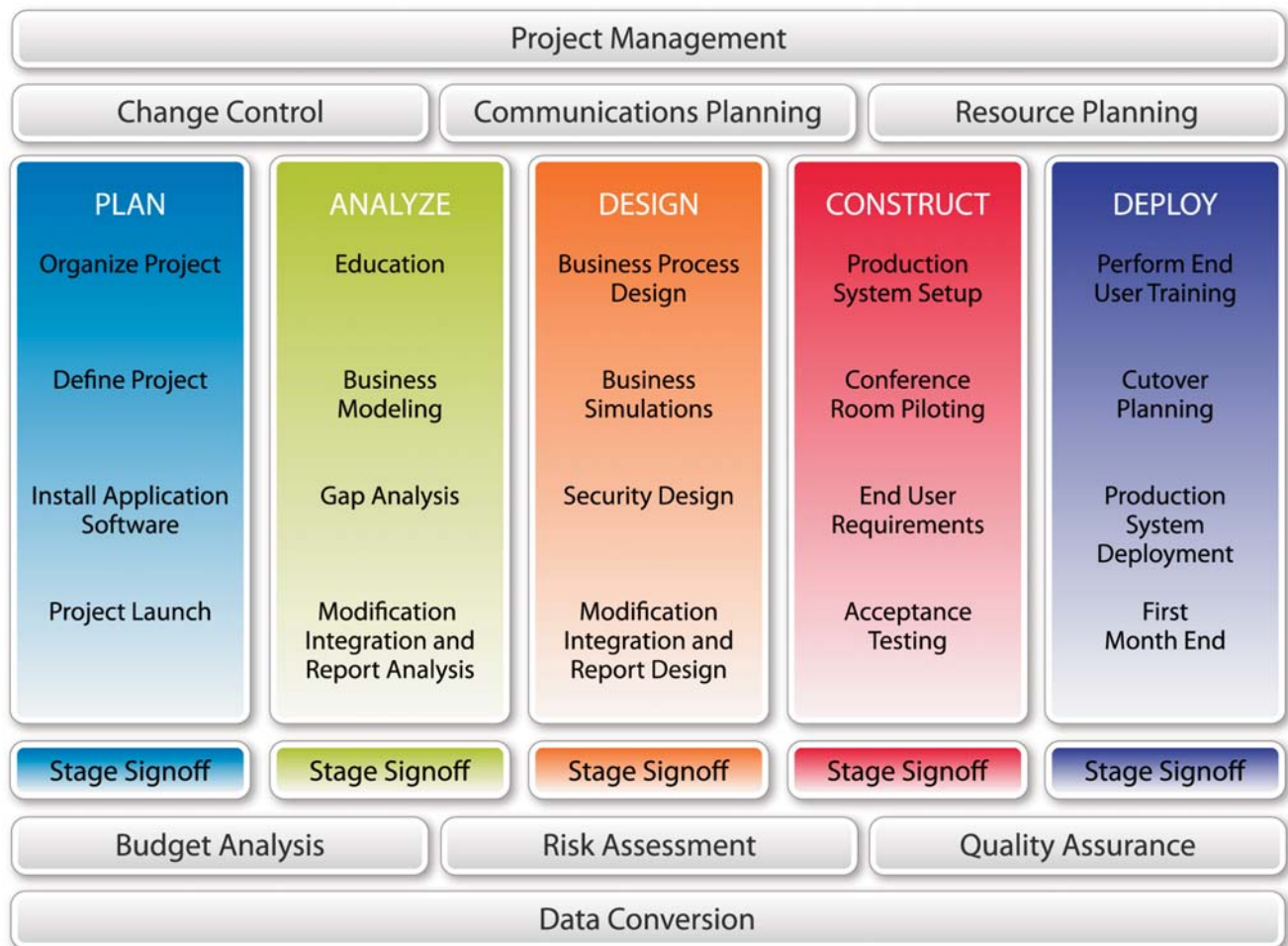
# Epicor Consulting

Epicor Consulting provides a variety of services around implementation, assessments, process improvement, and software customization. Our consulting services' objective is to implement and rollout systems on plan, within budget, and optimized for each customer's environment. Our worldwide consulting teams offer local know-how coupled with a global outlook to ensure tangible results for our customers anywhere in the world—always with a focus on profitable growth and long-term business success.

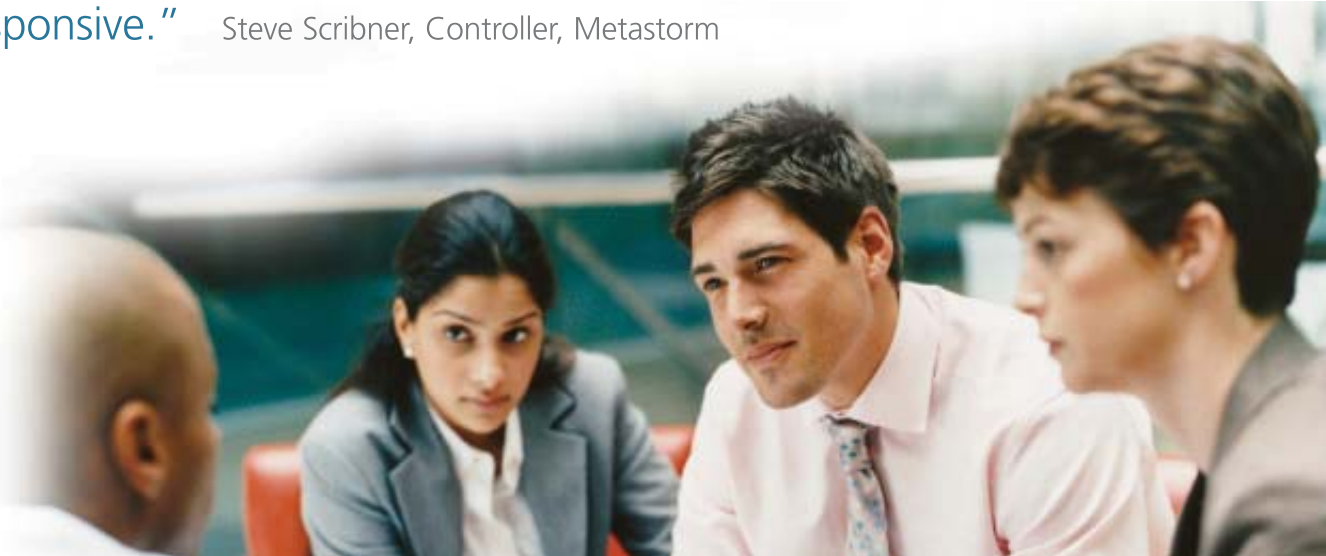
- **Implementation Services:** Proven methodology for consistent, customer-focused implementations.
- **Business Process Consulting:** Align customer processes, Epicor's software and best practices.
- **Systems and Hardware Consulting:** Optimize network and system performance.

- **Performance Workshops:** Identify key performance indicators, metrics and objectives.
- **Upgrade Services:** Expert guidance to seamlessly move to the latest version.
- **Custom Solution Development:** Customer-specific, designed and developed software applications.

At the core of our consulting practice is our implementation service. Developed, refined and proven over twenty years and thousands of implementations, Epicor's "Signature Implementation Methodology" enables efficient, consistent and well-managed projects, wherever they are in the world. The methodology has been developed to support the full spectrum of implementations; from small scale to the complex, multisite implementations that span regions, countries, or even continents.



// The services can make or break an implementation. You can have the greatest product in the world, but if the services aren't good, the project can be a failure. Epicor's Signature Methodology for consulting services was certainly effective. The consultants were very knowledgeable and always responsive." Steve Scribner, Controller, Metastorm



## Epicor Education

Epicor recognizes the critical role education plays in the success of any software implementation and its ongoing use. User education, training, and ultimately their proficiency in using the software is vital for any company to improve efficiencies and increase productivity. Our objective is to enable our customers to realize the greatest benefit in their investment in our software and enable individual users to succeed as they learn best. To this end, we invest significant time and resources in creating an extensive array of educational material and deliver it in a variety of settings and formats.

- **On-Site Training:** Instructor-led training conducted at our offices or your facility.
- **Remote Training:** Real-time, interactive instructor-led training via the Internet.
- **eLearning Training:** Self-paced online training and embedded within the applications.
- **Knowledge Mentor:** Easily create and publish custom end user training.
- **User Conferences:** Educational sessions, including hands-on labs.

Before and during implementation, our consultants work diligently with our customers to understand their

operations and processes. Applying their knowledge and expertise, our consultants can then customize training to meet the organization's specific requirements, address obstacles to learning and assist users in effectively using the software.

Following implementation, whether users are new to the company, changing positions or simply would like to learn more about an application, Epicor offers a variety of options to fit customer and end-user needs. From online tutorials and virtual classrooms, to standard courses offered at scheduled intervals or customer-specific training developed for unique needs, Epicor Education enables users to learn in the forum that is most convenient for them.

Epicor's comprehensive and extensive library of educational and training material is continually updated and expanded. Further, all of our education courses and content are developed by experienced professionals with expert knowledge. They are experts in their field and the Epicor applications; they draw on a wide range of academic and business experiences, and effectively combine structured learning with real world practices.

## Epicor Support

Epicor's commitment to deliver high quality business solutions means that our customers depend not only on our software, but also on our experience in supporting those solutions around the world. Epicor stands behind all of its products with a world-class support organization, capable of serving our global customer base.

- **Support Programs:** Tiered support levels to align with the specific needs of customers.
- **Online Support Center:** 24x7 Access to information, resources and services.
- **Maintenance:** Stay up to date on the latest software, resources and tools.

To offer encompassing around-the-clock support services worldwide, we have a global presence with support centers located in every major operating region—the Americas, EMEA (Europe, Middle East and Africa), and Asia Pacific. Through these regional support centers, we are able to provide support in more than twenty different languages.

Epicor customers have access to support team members, information, and resources through a variety of ways. Along with proven phone, email and fax support, Epicor customers can find extensive information within the Epicor Support Center (EPICweb). EPICweb is our customer- and partner-focused Web site that provides access to our online knowledgebase, product downloads, product documentation, tools for submitting incidents, and other essential information.



THE AMERICAN  
BUSINESS AWARDS  
**2008 Finalist**

The International Stevie is awarded in recognition of excellence in business worldwide. It honors the accomplishments and contributions of companies and individuals.

// The flexibility of the Epicor system has enabled us to assimilate acquisitions and expand quickly. On a worldwide basis, the cost for using and maintaining our financial systems is significantly lower than it would be if we weren't able to take advantage of Epicor's international support and consulting services."

*Kevin Palmer, Corporate Controller  
JELD-WEN, Inc.*



## Epicor Outsourcing

Epicor understands that in order for our customers to gain greater flexibility and succeed, they need the freedom to concentrate on their core business. However, one size does not fit all when it comes to outsourcing. Finding the right balance of in-house and external resources is crucial to ensure smooth operations and business success. Epicor offers a variety of outsourcing services that customers can choose from to find the service level that best supports their company's business objectives. Epicor Outsourcing provides customers access to knowledgeable experts, specialized resources, and most importantly frees up valuable time and resources to concentrate on strategic needs and initiatives.

- **Hosting:** Secure, high availability environment on which customers can run their applications.
- **Managed Services:** End-to-end management of Epicor applications and support functions.
- **Business Process Outsourcing:** Outsource non-core business operations and processes.

Epicor Hosting provides the first step towards the end-to-end management of a customer's IT environment. Epicor offers a cost-effective hosting solution combining hardware, infrastructure, and services. Epicor Hosting provides customers secure, scalable and uninterrupted access to their business applications.

Epicor Managed Services take IT outsourcing a step further, providing complete application portfolio management via comprehensive hardware, infrastructure, and software maintenance and support. Ensuring that systems and software stay not only available at all times, but up to date as well.

Epicor Business Process Outsourcing (BPO) Services offer customers a way to transfer the day-to-day management of non-value add operations and processes. BPO provides customers a strategic alternative to refocus resources on core operations and initiatives.

Epicor Outsourcing Services come with performance standards and dedicated contacts to provide peace of mind and ensure that your business runs smoothly and reliably—24x7 and around the world.

To learn more about Epicor please contact us at  
(800) 449-6772, via e-mail at [info@epicor.com](mailto:info@epicor.com),  
or visit us at [www.epicor.com](http://www.epicor.com).

[www.epicor.com](http://www.epicor.com)

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