

Put your customers at the center
of your business—and keep them
there.

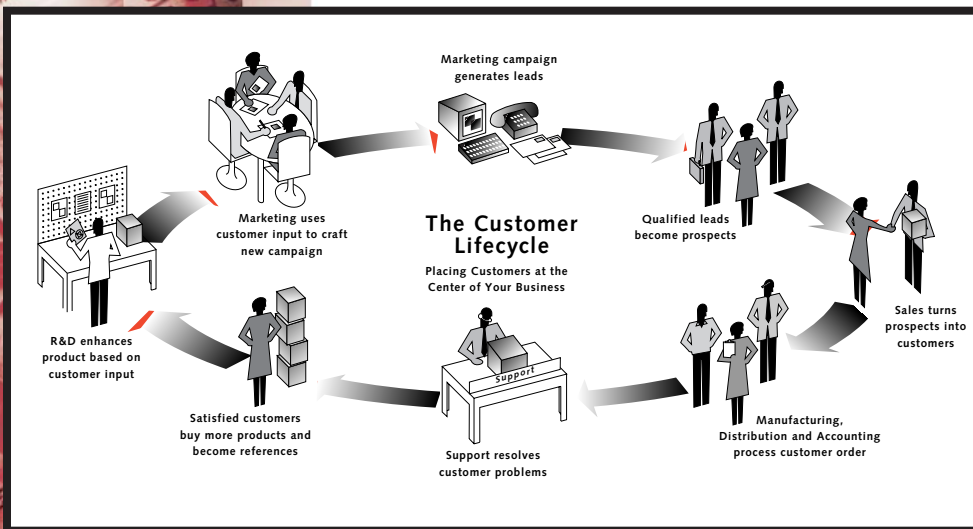
by Epicor

Customer Relationship Management

With Epicor eFrontOffice, powered by Clientele, you can proactively manage your customer relationships and automate many administrative tasks, giving your sales, marketing and support staffs more “face time” to spend with customers. The award-winning Epicor eFrontOffice suite enables you to gather, organize, track and share prospect, customer, competitive and product information. You can pinpoint



your targets, capture highly qualified leads and measure the effectiveness of your campaigns. Plus, you can deliver world-class support, resulting in more repeat business and better referrals.



Epicor eFrontOffice enables all departments to easily engage your customer.

 **epicor**
Software Corporation

**Epicor eFrontOffice can help you find
the best customers, win their business and earn their loyalty.**

Epicor eSales and eMarketing

Epicor eSales and eMarketing empowers you to focus on the right opportunities while giving you access to timely information. Once a qualified lead becomes an opportunity, sales teams can be formed and managed, milestones set and measured, literature sent, competitor information accessed, correspondence generated and potential revenue forecasted. Plus, you can view your sales funnel at any point and see exactly where you are in the cycle. You can make verifiable revenue projections. You can also pinpoint your targets, capture highly qualified leads and perform cost/benefits ROI analysis on marketing activities. The result? Better prospects, shorter sales cycles and more revenue.

Epicor eSupport

Epicor eSupport is a complete tool for managing—even anticipating—the support needs of your customers. It enables you to efficiently manage your entire workload, from handling calls to requesting customer shipments. You can track all products your customers purchase, as well as those that are returned for service or replacement. Epicor eSupport helps support departments identify and forecast their contribution to the bottom line, resulting in greater profitability and predictability. Epicor eFrontOffice's AnswerBook feature, an online store of answers to your customers' most fre-

quently asked questions, makes it easy for anyone in your company to give fast and accurate answers.

Epicor eFrontOffice Connector

Connector is designed to easily connect remote sites and laptop users to centralized information. Data can be synchronized and exchanged between sites, as well as between laptop databases and a central database. Through a sophisticated "data slicing" process, you can ensure that locations or individuals only receive the information they need.

Epicor eFrontOffice Conductor

Conductor, a workflow automation tool, can escalate calls, send messages, update records—even retrieve e-mail messages and convert those messages into records. You define your own Conductor "triggers" that scan your database looking for specific conditions. When those conditions are met, Conductor performs actions that you've already defined. Conductor enables you to easily manage a variety of workflow processes, saving you both time and money.

ClienteleNet

ClienteleNet enables Web-based self-service, providing your customers with access to select information and answers to their questions. ClienteleNet is a secure, standards-based Web application that is highly adaptable to meet your business requirements.

**Integrate When It Is
Most Convenient**

Implement Epicor eSupport first, then add Epicor eSales and eMarketing later to give your company a single-source, customer-centric solution. Or, implement both solutions at the same time—Epicor eFrontOffice is designed to work either way.

Perform as One Office

Epicor has the solution to fit your unique business needs. Our front office suite combines Epicor eFrontOffice and its powerful companion products, with advanced integration and synchronization technology. Data is exchanged between key points, enabling departments to easily share information.

**Find and Keep
the Best Customers**

For more information on how Epicor eFrontOffice can help you find and keep the best customers, contact your authorized Epicor Partner, or call Epicor at 800-356-0912 (U.S. and Canada) or 503-612-2600 (international).

Epicor eSales and eMarketing

- Track opportunities
- Report potential revenue by milestone
- Track players from both sides
- Implement team selling
- Share tips on competitors
- Pinpoint which activities produce the best leads
- Perform cost/benefits ROI
- Create and track mailing lists
- Track lead source generation
- Enter complete initial lead data
- Build a complete contact history
- Create action plans that match your selling model
- Automated sales assistant feature
- Roll-up reporting
- Adjust quota, re-assign territories
- Coach individuals on sales team
- Store key documents
- Send literature
- Create multiple quotes
- Line-item feature for building quotes
- Attach quote/enclosures to an order
- Alarmed follow-ups and to do's
- Microsoft Outlook/Word integration
- E-mail/fax messaging
- Template-based correspondence
- Web and Windows user interface

Epicor eSupport

- Complete call history
- View any open call
- Unlimited call queues
- Customizable, online knowledge base
- Full-text data searches
- Track customer feedback
- Manage product defects/enhancements
- Track entire RMA process
- Enter multiple RMA items for same part number
- Generate order from RMA
- Rapid product registration
- Track at product/component levels
- Transfer registered products
- Place/track orders
- Attach enclosures to an order
- Blanket/product service agreements
- Confirm service coverage
- Maintain multiple agreements
- Bill at variable rates
- Print billing statements
- Microsoft Outlook/Word integration
- E-mail/fax messaging
- Web and Windows user interface

Epicor eFrontOffice Conductor

- Identify what's past due and send a reminder
- Register customers for training
- Escalate and re-assign support calls
- Identify/notify customers with agreements set to expire
- Contact support rep via pager
- Single out major account customers for special attention
- Fax or e-mail training confirmations
- Ensure prospects are contacted regularly
- Run a report during off hours
- Convert inbound e-mail messages into call records
- Assign retrieved e-mail to the appropriate rep
- Automatically respond to e-mail
- Calendar/shift-based rule sets
- Launch external applications
- Implement drip/nurture marketing process
- Auto-assign passwords/notify users

Epicor eFrontOffice Connector

- Site-to-site synchronization
- Multiple sites/multiple remote clients
- Connect via modem, WAN or Internet
- Synchronize offline database with online database
- One button synchronization
- Single session, bidirectional exchanges
- Only incremental changes transmitted
- Share data across enterprise
- Synchronize when most convenient
- Record-level data tracking
- Sophisticated data slicing feature
- Client is updated with only data it is configured to receive
- Real-time status monitor
- Connector session log
- Rule-based conflict resolution

Epicor eFrontOffice ClienteleNet

- Self-service via the Web
- Submit calls, and review a call's status and its details
- Customers help themselves to answers
- View orders and review RMAs
- Customers self register their products through the Web
- Collect information through the Web directly into your database



Epicor Software Corporation, Worldwide Headquarters
195 Technology Drive, Irvine, CA 92618-2402
Phone: (949) 585-3700 Fax: (949) 585-4419
For Epicor's worldwide office directory, go to epicor.com/contact

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