



Epicor® Social Enterprise

Inspiring business

Conversation inspires innovation, which is why collaboration has become increasingly important. Making it easier for staff and departments to share information and views—skills and knowledge can be pooled, leading to quicker problem solving and project progression as well as sparking new ideas.

Collaborating is about working with each other to complete a task and to achieve shared goals. It involves two or more people or organizations working together sharing knowledge or solving a problem. Business collaboration fosters social interaction both internally and externally, crowd-sourcing as well a new levels of cooperation between various parties whether this is employees working on the same project or customers and suppliers working together to solve a problem.

Epicor Social Enterprise (ESE) heralds a new generation of business collaboration. By providing a platform that encourages the sharing and sourcing of information, ESE is designed to change corporate cultures and drive efficiency and innovation on a whole new scale.

Social Enterprise Collaboration

Collaboration is a key to all businesses success and whilst tools such as email and conference calls have been around for a long time, distributors and manufacturers are constantly looking as how they can improve communication and responsiveness. Social collaboration allows your employees to work together helping you harness your human capital and transform your business processes.

Simple and intuitive

Leveraging social media concepts (#hashtags, mentions, repostings/sharing) to allow users to work with their Epicor ERP more easily. Incorporating these social media concepts into a business environment, allows for improved communication and smarter business processes to help your organization work more effectively.

Contextual information

In the age of disinformation where there is so much noise context is ever increasingly important. ESE uses context to ensure that relevant information is available to the user. 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. This allows users to filter out the noise and zone in on the information that is pertinent or relevant to them making it easier to focus on the task in hand and deliver higher quality service whilst improving business efficiency.

Benefits

- Improved cross-departmental/functional collaboration
- Improved customer service
- Manage launches or crises across dispersed teams
- Coordinate across geographies
- Get fresh ideas and instant feedback
- Communicate a unified message and engage teams
- Poll employees to gauge engagement at any time

Embedded capabilities

Embedded within your ERP, Epicor Social Enterprise provides companies with the ability to collaborate around orders, customers, suppliers, configurations, projects or any other business object within your Epicor ERP. Easily track information about an order as it progresses from a lead all the way until payment is received in a dedicated stream available within your Epicor ERP solution or within a separate portal.

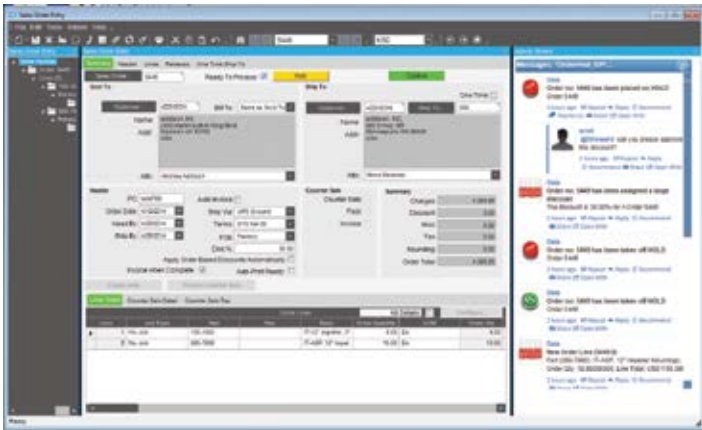


Figure 1: Embedded within your Epicor ERP

Responsive & dynamic

Resolve complex business challenges by leveraging knowledge from across the organization creating formalized groups or through the formation of informal virtual teams to pool resources. Open up conversations beyond the 4 walls of your own organization interacting with customers and suppliers, allowing you to make smarter decisions, faster, with the knowledge that the process is fully documented against the business object in the Epicor ERP database.

Capture and collect

Epicor Social Enterprise breaks down the invisible walls within your organization bringing together islands of information. It creates an environment where ideas can be shared and collected—The Virtual Water-cooler. Unlike Post-It notes, telephone conversations, emails or even instant messages these conversations will never be lost. Use referencable streams to create knowledge bases that can be searched or accessed from within the walls of Epicor ERP or from anywhere in the organization using Epicor Enterprise Search or Epicor Social Enterprise.

Epicor Enterprise Search extends Epicor Social Enterprise by delivering the ability to mine the knowledge retained across the organization regardless of whether this is stored within your Epicor ERP, the ESE activity streams or other data sources.

Mobile and on the move

Online social engagement reduces the frequency of meetings and improves the speed of decision making, delivering a new level of business efficiency.

With the proliferation of mobile devices and the increase in geographically distributed virtual organizations, users are no longer tied to the office. Self-service enterprise social collaboration is no longer an option, it is a must. Allowing users to subscribe to the information that they want or need, when they want this is essential to maintaining a happy workforce.



Figure 2: Access your information on the go.

It is time to get Social and experience the benefits of enhanced enterprise social collaboration:

- Improved cross-departmental/functional collaboration
- Improved customer service
- Find experts or create groups to tackle complex opportunities
- Coordinate company-wide interaction with key accounts
- Monitor social conversations for competitive or sales information
- Manage launches or crises across dispersed teams
- Coordinate across geographies
- Get fresh ideas and instant feedback
- Communicate a unified message and engage teams
- Gather insight from employees conversations
- Poll employees to gauge engagement at any time
- Gain control of unsanctioned social technology
- Deliver social technology with enterprise security and control
- Communicate to all about planned upgrades and outages

About Epicor

Epicor Software Corporation is a global leader delivering business software solutions to the manufacturing, distribution, retail, and service industries. With more than 40 years of experience, Epicor has more than 20,000 customers in over 150 countries. Epicor solutions enable companies to drive increased efficiency and improve profitability. With a history of innovation, industry expertise and passion for excellence, Epicor inspires customers to build lasting competitive advantage. Epicor provides the single point of accountability that local, regional, and global businesses demand. For more information, visit www.epicor.com.

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