



Epicor Success Story

Re:Sound Music

Re:Sound Music Licensing Company Turns to Epicor

Company Facts

- ▶ Location: Toronto, Canada
- ▶ Industry: Not-for-Profit Music Licensing
- ▶ Number of Locations: 1
- ▶ Website: www.resound.com

Success Highlights

Challenges

- ▶ Needed a solid enterprise resource planning (ERP) solution that offered the flexibility to address Re:Sound's unique requirements—now and in the future—in a cost-effective manner
- ▶ Needed a platform to support business process optimization and continuous improvement
- ▶ Needed to support enterprise collaboration and case management among legal, finance, and licensing personnel
- ▶ Wanted a platform that would empower users to locate and monitor the exact information they need

Solution

- ▶ Epicor® ERP

Benefits

- ▶ Tight integration and collaboration across licensing, customer relations, financial, and legal
- ▶ Improved decision support with real-time, accurate information delivered to dashboards and reports
- ▶ Abstracted business logic layer to support ease of customization and speed to market as business processes evolve
- ▶ Eliminated duplicate payment errors
- ▶ Streamlined workflow between departments
- ▶ Reduced shop floor errors



Canadian not-for-profit music licensing company Re:Sound is responsible for obtaining fair compensation for the performance rights of the artists and record companies that produce the music we enjoy. On behalf of its members, representing thousands of artists and record companies, Re:Sound licenses businesses who play recorded music.

The process of doing so is complex. To handle the sales and customer relations, financial and operational management, Re:Sound recently turned to Epicor to support the critical business processes that run and drive its business.

The company's movement to the new platform was led by Director of IT Otis Quinn. Quinn has spent his career specializing in working with small to medium-size businesses (SMBs). "Making a change in a large corporation can present significant challenges. An SMB's ability to make rapid decisions and quickly implement course corrections can be the key to improving business execution and to success," said Quinn.

As a member of Re:Sound's executive management team, Quinn's charter is to ensure that its information technology plans tie into its business goals and overall strategic plan for the business. Quinn saw the vision behind Epicor

ERP and how it could help Re:Sound achieve its business goals and refine its business processes.

“The architecture was very attractive in that it was purely service-oriented architecture,” said Quinn.

“As our business grows, we have a growing need to continue to improve how we exchange data and funds, and this requires integration across all aspects of our business—finance, distribution, licensing, operations, and administration. Epicor is easily integrated with other applications.”

Quinn engaged Evron to address some customization needed for Re:Sound’s unique licensing model, under which the fees businesses pay may be calculated according to a number of factors, including square footage, capacity, days of operation etc., that vary from tariff to tariff. Epicor ERP has enabled Evron to provide the exact customized functionality to support Re:Sound’s requirements in this area and the deployment has been extremely successful. Outside of this effort, Re:Sound’s own IT staff has been able to take the software and make it its own. “The Epicor ERP collaborative and agile technology architecture can be easily configured and customized without expensive investment in dollars and resources,” said Quinn. “With only three days of training, Re:Sound IT staff were up to speed in making calls to the Epicor system.”

Today Re:Sound is leveraging the CRM functionality and Financial Management suite, which includes General Ledger, Accounts Payable, Accounts Receivable, Cash Management, Advanced Financial Reporting, and Service Connect. “Epicor ERP true integration provides us with better insight and control over business processes, allowing greater efficiency between related functions and a complete view of the company’s financials at any given time. Epicor reporting is a welcomed

improvement over our previous systems,” said Clement Wong, director of finance at Re:Sound.

What’s more, Quinn says users are now able to create their own customized searches and dashboards to find and monitor the exact information they need. This concept of empowering users is a key objective for Re:Sound to make the best use of its small IT staff.

The system’s rich case management functionality—the deployment of which, at press time, was currently in progress—will enable collaborative project management interaction between Re:Sound’s licensing and legal department. ERP software is able to support customized workflow and a role-based security model so each member of the team can slice and dice data as they see fit and as it pertains to the specific job’s requirements.

Re:Sound is also leveraging the system’s Advanced Print Management capabilities, which support flexible and automated delivery of documents electronically through e-mail, fax, or FTP based on customer or supplier-specific requirements. Leveraging this functionality, Re:Sound estimates it can save significant resources on printing and postage if even 20 percent of its client base opts for electronic document delivery.

Now that Re:Sound has implemented the Epicor ERP system, its Phase II plans include undergoing business process analysis and optimization. Quinn says that this effort of analysis and refinement of business processes will continue over time to ensure delivery of the greatest value. In the future, Re:Sound plans to leverage the mobile client functionality to extend functionality to inspectors to support audits in the field.

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Otis Quinn, Director of IT | Re:Sound Music



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A longtime Microsoft shop, Quinn says he has tremendous confidence in the Microsoft products that are at work supporting Epicor, especially considering many of the world’s largest organizations are invested in Microsoft’s proven technology stack to run and drive their businesses.

The Epicor-Evron partnership continues to deliver on the promise of next generation technology architecture that will enable Re:Sound to lower its total cost of ownership, achieve greater business agility, and realize greater return on their ERP investment—everything needed be a resounding success in its market.

About Epicor

Epicor Software Corporation drives business growth. We provide flexible, industry-specific software that is designed around the needs of our manufacturing, distribution, retail, and service industry customers. More than 40 years of experience with our customers’ unique business processes and operational requirements is built into every solution—in the cloud or on premises. With a deep understanding of your industry, Epicor solutions spur growth while managing complexity. The result is powerful solutions that free your resources so you can grow your business. For more information, [connect with Epicor](#) or visit www.epicor.com.



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