

Epicor® eBook

Epicor for Metal Services

Visibility, Control and Scalability to
Help Your Business Grow



Contents

Introduction — Take Your Business to the Next Level	3
Improve Inventory Management, Reduce Carrying Costs	4
Greater Visibility Simplifies Planning and Forecasting	5
Better Experiences Keep Customers Loyal	6
Easy Deployment and Ready Scalability with Cloud.....	7
A Rich, Modern Experience for Your Teams.....	7
Firm Foundations for the Future	8

Take Your Business to the Next Level

To stand out in the metal services market, you'll be focused on providing competitive pricing, a great customer experience, and value-added services to enhance your portfolio.

But how well do your current software systems support those objectives? Do they help you manage stock efficiently, minimize waste, ensure accurate and timely deliveries, and handle manufacturing complexity? And are you confident they can scale as your business expands?

Epicor for Metal Services can help your business thrive. It's a cloud-based industry productivity solution brimming with capabilities that we developed in partnership with experts in your industry. Choose Epicor for increased visibility and control across your operations; automation that makes processes more efficient; and functionality that helps you meet customers' needs—time after time.



Improve Inventory Management, Reduce Carrying Costs

You need to have stock on hand to meet customer demand, but it's not always easy to get a true picture of the inventory across all your locations. If you can't easily record product attributes, or you struggle to turn stock quickly enough, or you find that remnants often go to waste, our solution could be a game-changer for your business.

Epicor for Metal Services can help you gain a comprehensive view of your inventory, so you know about all the stock you have that's available for sale. You'll be able to:

- Manage, track, plan and sell inventory based on attribute sets, including heat certifications and test report information
- Make stock checks more efficient by equipping warehouse and yard workers with wireless mobile capabilities
- Maintain inventory costs broken down by material, labor, subcontract, or shipping costs
- Create new stock items as needed, including for offcuts to avoid waste.

Multiple Units of Measure

Epicor makes it easy to transact and visualize your inventory in multiple units of measure. It performs the calculations that support purchase of raw materials by weight and fulfillment of customer orders for lengths or quantities. Epicor also automatically includes the sales weight with every transaction.

Greater Visibility Simplifies Planning and Forecasting

If different areas of your business rely on separate systems or spreadsheets, you'll know how hard it can be to bring all that information together to make the right decisions for your business.

Epicor for Metal Services does away with all those information silos. It consolidates all your business information to provide greater visibility, and simplify planning and forecasting. As well as replacing your stock management and delivery scheduling systems, Epicor can also take over from other systems, too—such as invoicing and CRM. So you can centralize all of your business knowledge into a single solution and get it working better for everyone.

With Epicor's powerful analytics, you'll be able to provide all the business-level metrics and day-to-day operational intelligence your management and leadership teams need, and enable real-time exceptions management.



Operational and Financial Insight

With Epicor for Metal Services, your Operations Director will always know where stock is in the yard, what stock is coming in, and what's being delivered to customers.

The same solution will give your Finance Director an accurate, up-to-date picture of inventory size, and of all your purchase and sales transactions.



Better Experiences Keep Customers Loyal

If customers aren't happy with the service you provide, they can be quick to look elsewhere. Epicor for Metal Services can help you keep your customers satisfied with experiences that focus on their needs.

Rapid estimates. Because Epicor brings all your information together, it enables you to produce accurate estimates quickly when new orders come in.

Mobilized salesforce. With access to Epicor from their mobile devices, your sales teams can be more responsive by processing transactions in real time from customer sites.

Customer self-service. Epicor makes it easy to put customers in control, with online price lists and the ability to configure orders themselves, track order status, and review their accounts.

Accurate deliveries. When it's time to ship an order, you can use Epicor to help ensure accurate delivery scheduling, and provide mobile access to make picking and shipping more efficient in the yard. You'll be able to reduce the risk (and associated costs) of incorrect deliveries, and keep your customers happy with reliable and timely services.

Manufacturing support. Epicor provides functionality to help you manage the manufacturing side of your business, including planning, scheduling, and quality metrics; as well as a workflow that covers the entire process from order to shipment.

Epicor makes it easy to put customers in control

Easy Deployment and Ready Scalability with Cloud

The Epicor for Metal Services cloud environment runs securely in Microsoft Azure, so you don't have to worry about server procurement, maintenance and management. You can also be confident about the uptime and accessibility of your Epicor software, as we take care of backups and business continuity. And as soon as new features become available, all our customers have access.

You'll additionally feel the benefit of cloud if you plan

to expand your business—whether organically or by acquisition, or by broadening your offer. Epicor will be able to keep pace, scaling quickly and easily as you bring new sites or services on board. It's also easy to integrate Epicor with other systems, including leading nesting solutions.

If you're not ready for cloud, you can choose an on-premises deployment of Epicor, which offers the same capabilities as our cloud environment.



A Rich, Modern Experience for Your Teams

Epicor is designed for usability. Built on up-to-date technology, the solution provides a user experience similar to consumer tech, which helps staff quickly learn how to use it.

Beyond desktops and laptops, Epicor is available on mobile devices, allowing people to access the solution wherever work happens and update information in real time.





Firm Foundations for the Future

We're a global company that's been building long-term relationships with our customers for 50 years, with a special focus on manufacturing and distribution. To understand our customers' needs and priorities, we work closely with industry insiders and our channel partner ecosystem. We combine that experience and insight with strong R&D to develop solutions our customers can rely on to help them grow their business.

EPICOR

We're here for the hard-working businesses that keep the world turning. They're the companies who make, deliver, and sell the things we all need. They trust Epicor to help them do business better. Their industries are our industries, and we understand them better than anyone. By working hand-in-hand with our customers, we get to know their business almost as well as they do. Our innovative solution sets are carefully curated to fit their needs, and built to respond flexibly to their fast-changing reality. We accelerate every customer's ambitions, whether to grow and transform, or simply become more productive and effective. That's what makes us the essential partners for the world's most essential businesses.

Contact Us Today: info@epicor.com | www.epicor.com

The contents of this document are for informational purposes only and are subject to change without notice. Epicor Software Corporation makes no guarantee, representations, or warranties with regard to the enclosed information and specifically disclaims, to the full extent of the law, any applicable implied warranties, such as fitness for a particular purpose, merchantability, satisfactory quality, or reasonable skill and care. This document and its contents, including the viewpoints, testimonials, dates, and functional content expressed herein are believed to be accurate as of its date of publication, March 30, 2021. Use of Epicor products and services are subject to a master customer or similar agreement. Usage of the solution(s) described in this document with other Epicor software or third-party products may require the purchase of licenses for such other products. Epicor and the Epicor logo are trademarks or registered trademarks of Epicor Software Corporation in the United States, and in certain other countries and/or the EU. Copyright © 2021 Epicor Software Corporation. All rights reserved.