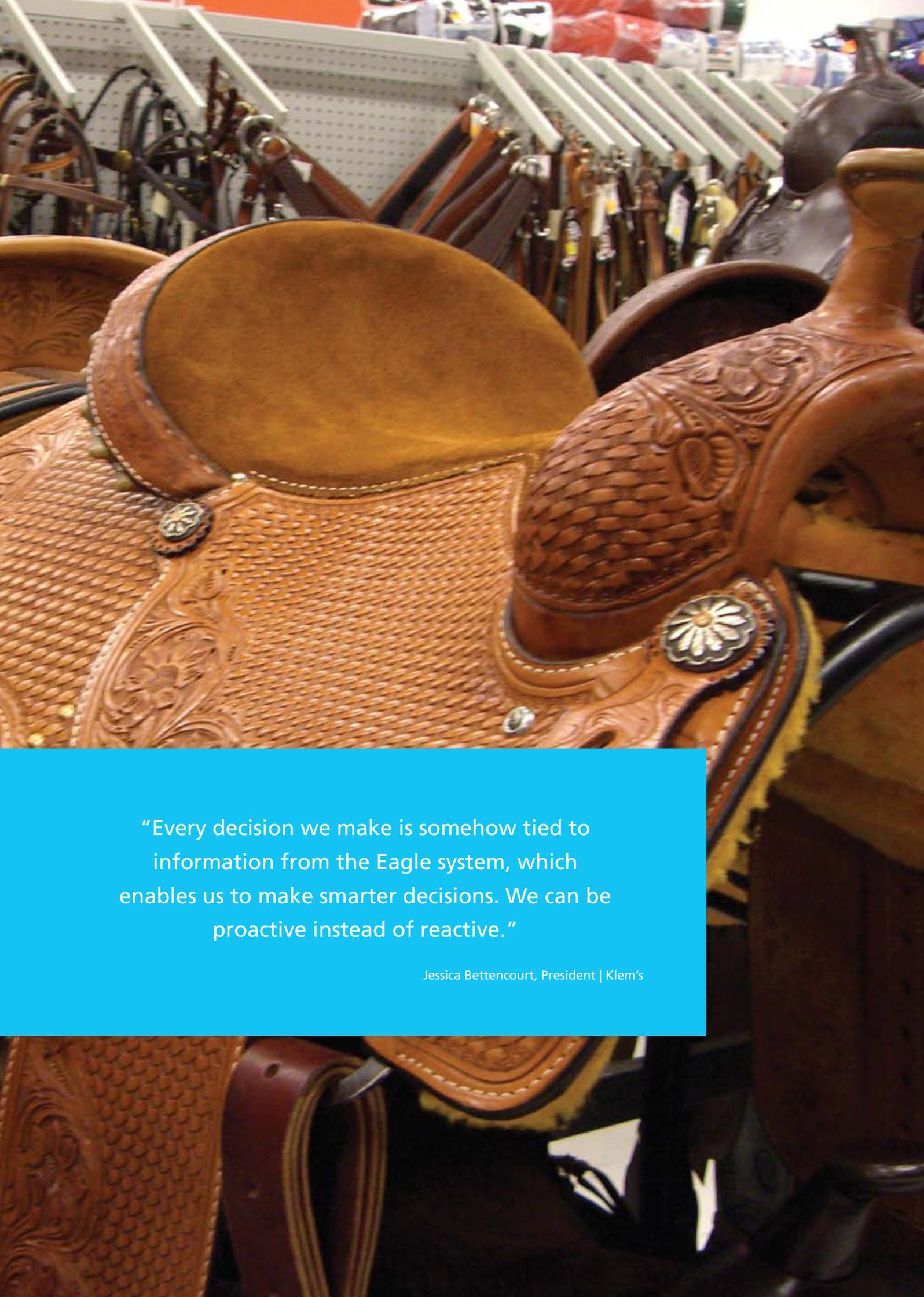


Epicor  
Eagle N Series®

Software  
Solutions for  
Independent  
Businesses



**EPICOR**®



“Every decision we make is somehow tied to information from the Eagle system, which enables us to make smarter decisions. We can be proactive instead of reactive.”

Jessica Bettencourt, President | Klem's

## Introducing Epicor Eagle N Series

From point of sale (POS) to real-time business intelligence, Epicor Eagle N Series helps your retail business grow.

Whether you have one store or twenty, it's no longer possible to compete successfully—and profitably—without retail management software to streamline your business.

Epicor solutions can transform your business from the cash register to the warehouse, from accounting to the field, and up and down your supply chain. Whether you need an entry-level POS and Inventory system for a single store, or an expansive, multi-store solution with extensive planning and performance management capabilities, Epicor Eagle N Series has you covered.

With Eagle N Series solutions, your business goes where you want it to go, quickly, easily, seamlessly. Familiar, intuitive tools mean users learn and work quickly. And every Eagle N Series solution comes with built-in, real-time business intelligence for fast decision-making, plus integrated support and learning tools to keep your business moving.

For over 40 years, Epicor has provided comprehensive technology solutions for independent businesses. We've helped thousands of companies achieve the efficiency, agility, and control they need to grow their business and build exceptional customer loyalty.

# Grow Your Retail Business With Epicor



Your Epicor system is an investment in the future of your business, giving you unmatched freedom to adapt, evolve, and expand smoothly, economically, and without disruption as your needs change and grow. In fact, thousands of Epicor customers have been with us for more than 10 years. In the next year alone, more than \$300 billion in business revenue will flow through Epicor systems.

Whatever stage your business is at today, an Epicor retail management solution will help you achieve the exceptional customer service, increased productivity, advanced functionality, improved control, and up-to-the-minute information you need to get to the next level and beyond.



*Epicor supports every customer with the industry's most complete range of services...and an unwavering focus on meeting the needs of every customer.*

# Over 40 Years of Leadership Through the Success of Our Customers

## Moving your business forward means outsourcing your competition

At Epicor, we partner with retail business owners to bring progress to their business and help them meet and exceed their goals. And in today's retail, that means finding ways to outservice the competition—to exceed customer expectations in every phase of your business. To achieve that, technology must enable and reinforce and optimize proven retail practices—connecting the company in real-time with customers, suppliers, and employees, so the enterprise can be truly efficient.

For more than 40 years, Epicor has learned that software alone does not solve business challenges. Real solutions require an integrated technology platform, plus the software, training, and support to propel a business forward.

Epicor is considered a market-leading software company, but we offer far more than software. We truly partner with our customers to deliver many assets that help business owners achieve their goals:

- ▶ **Consulting services** to review your business processes top-to-bottom
- ▶ **Technology experts** to identify the best ways to integrate new technologies
- ▶ **Industry trainers** who teach effective ways to accomplish your business goals
- ▶ **More than 120 Epicor product specialists** located throughout North America provide onsite support whenever and wherever you need it
- ▶ **Information and data services** to protect your data and provide useful new information
- ▶ And, of course, **software and hardware** solutions to address your biggest business issues and help you outservice your competition

## Solutions to meet your business goals

At Epicor, we understand that every business and owner is unique, and that each business has different goals. Some seek rapid growth or expansion. Some want to improve customer service. But most continually strive to streamline their operations and become more competitive by reducing costs and implementing more efficient processes.

One of the unique advantages offered by Epicor—and by the Epicor Eagle N Series software solution—is how well we can serve businesses of different sizes, with different needs. The familiar, intuitive Eagle N Series interface and wide range of functionality makes it adaptable to virtually every retail business, and Epicor's highly experienced retail experts help you get precisely what your business needs from the solution.



## Epicor has history on our side

Since 1972, the retail and technology experts at Epicor have focused on the needs of independent businesses and the wholesalers, co-ops, and distributors who serve them.

In the beginning, we developed not only software but also keyboards, monitors, and computers customized for Main Street retailers. Since those early days, countless advances in technology have transformed Epicor products and services. But our focus on the needs of our customers has never changed.

The result? A comprehensive and proven family of software, hardware, training, professional services, and the experience and expertise to make it all work for you.



“By choosing to work with Epicor, we didn’t just choose a computer system—we committed to change and improve the way we run our business.”

Rufus Duncan, Owner | Higginbotham Brothers Company



# An Expandable Solution That Grows with Your Business

Epicor Eagle N Series is designed, first and foremost, to help businesses take advantage of proven retail processes and practices. The solution goes beyond helping businesses get the job done; it helps you and your team improve business results and outservice the competition by doing things the right way.

Of course, every business has unique—and evolving—needs. Eagle N Series is easily configured to deliver the capabilities—and meet the budget requirements—of every independent business. With the industry's most comprehensive family of software modules and hardware to choose from, you have unmatched freedom to add capacity, functionality, and features as your needs change and your business grows.

## Your first business management system?

It's easy and affordable to get started with a fully capable Eagle N Series system that combines powerful, versatile point of sale tools—complete with signature capture, biometric reader, mobile options and more—with integrated inventory purchasing, receiving and management applications. Other baseline capabilities include paperless receipts and billing, powerful management and analytics tools, and complete, in-context, on-demand help and eLearning features.

## Outgrowing your current system already?

Perhaps your current system can't keep up with your growth, or costs too much to operate or upgrade. Or, maybe you simply need more capacity or features. This could be the perfect time to step up to a state-of-the-art Epicor Eagle N Series solution. Eagle N Series makes it easy to automate purchasing and receiving, network multiple stores, support special ordering, send invoices and statements electronically, and streamline inventory management or reduce checkout lines with wireless and mobile devices.

## Collect vital data, then put it to work

Operating an efficient business requires accurate up-to-the-minute information about everything from inventory to backorders. Your Eagle N Series system constantly collects precise data about your business in real time, throughout the business day. A wide range of standard reporting options keeps you informed. And extensive, real-time analytics can enable accurate, timely decisions that dramatically improve business results.

## How Can Epicor Help You Grow?

- ▶ Deliver fast, personal service at checkout with advanced POS and mobile technology
- ▶ Save time and improve customer satisfaction with streamlined, automated processing of special orders
- ▶ Increase profits with integrated inventory management, purchasing and receiving
- ▶ Reduce costs and quickly respond to customer inquiries with electronic commerce, wireless, and document management
- ▶ Make fast, informed management decisions using intuitive, on-screen reporting and analysis

From the checkout line to the back office, Eagle solutions improves customer service, accuracy, and efficiency on which your entire business depends.



# Core Functions at the Heart of Every Successful Business

From the checkout line to the back office, Eagle solutions improve the customer service, accuracy, and efficiency on which your entire business depends.

Today, thousands of Epicor Eagle users enjoy higher levels of efficiency and success by automating with our cutting-edge solutions. Read on to learn more about the rich set of available features, then call Epicor to discuss how the Eagle N Series system can lift your business to the next level.

## Point of sale/order entry

Eagle N Series Point of Sale (POS) gives you what you need to complete sales transactions more efficiently and provide your customers with faster, more accurate service. From any workstation you can quickly scan items or look them up by name, description, or part number. The Eagle N Series system is designed to update and maintain an accurate inventory database, so you can reduce backorders and lost sales, view quantity-on-hand, and run a leaner, more profitable business.

The POS solution is easy to master, even for new and seasonal staff with no prior retail experience. A familiar, intuitive user interface helps your sales associates to be more efficient, and more helpful to customers—while avoiding checkout errors.

Whether you access the POS interface through touchscreen stations, or in the aisles on your mobile device or tablet using Mobile POS or Tablet POS, the Eagle N Series system provides convenience that will enhance your customers' checkout experience.

## Inventory management

**Inventory Management** is designed to automatically maintain optimum inventory levels to meet customer needs while eliminating both excessive stock levels and costly stockouts. A rich set of management tools tracks sales volume on every item, and our electronic catalog lets your staff quickly locate product information, including photos and schematics, to accurately identify products your customers need.

**Inventory Planner** can bring precision to a number of your key inventory planning elements—lead times, usage rates, order points, and more. Inventory Planner makes it much easier to keep inventory levels where they'll do your business the most good—just enough to avoid stockouts, but not so much that it drags down profits or wastes space.



## Integrated finance

The Eagle N Series integrated financial applications help you improve your cash flow and better manage your money—how you make it, how you spend it, and how you keep track of it.

**General Ledger (GL)** makes it easy to create financial accounts, then manage them to produce financial statements and budgets. Because Eagle N Series is a fully integrated system, all transactions automatically post to your general ledger.

**Accounts Receivable (AR)** lets you efficiently manage customer account balances and reduce credit risks. Accurate statements and invoices can ultimately reduce AR days and improve cash flow. And you control receivables by tracking transaction histories, setting up special pricing plans, and analyzing sales history and profit by customer.

A well-managed **Accounts Payable (AP)** process also improves cash flow. With Eagle N Series AP, you'll be positioned to pay invoices on time, take advantage of early payment discounts, eliminate late payment fees and interest, while building stronger relationships with your suppliers.

## Purchasing and receiving

The **Purchasing and Receiving** module gives you an efficient way to create purchase orders (POs) and then receive the items accurately against the PO. These applications integrate with the Eagle N Series POS, Inventory and Financial applications to help ensure that supplier replenishment works in concert with customer demands and that your inventory valuations are always accurate. The Eagle N Series system also helps you protect profits by setting prices based on actual cost and desired gross margin.

## Customer management

**Loyalty** and **Loyalty Manager** provide retailers with a new level of flexibility in rewarding their loyalty customers—and in how they measure, monitor, and manage the program. Eagle N Series Loyalty gives retailers a powerful toolset to build an effective loyalty program that also differentiates them from other loyalty programs.

# Advanced Solution To Fuel Continuing Growth

## The “paperless” business

Tired of filing paper and thumbing through stacks of invoices, statements and checks? Eagle N Series **Document Management** reduces the volume of paper you use and store, and thereby increases office efficiency. **Signature Capture** and **Document Scanning** let you add signatures to invoices and file them electronically. You'll reduce printing, postage and storage, and save time at month end. By scanning paper documents, you can archive them electronically and associate them with Eagle N Series data and transactions for fast retrieval.

## Quotes and bids

If you provide special quotes to your customers, Eagle N Series **Quotes and Bids** module creates a smooth flow from estimate to order to invoice. With full system integration and functionality, you can build and manage estimates—and protect your gross margin—based on the latest pricing and inventory data in your Eagle N Series system.

## Multi-store solutions

As your business grows, Eagle N Series gives you the flexibility to add a store or manage an entire chain. You will understand the “big picture” of your business, transfer inventory from one location to another, and much more.

## Take your business online

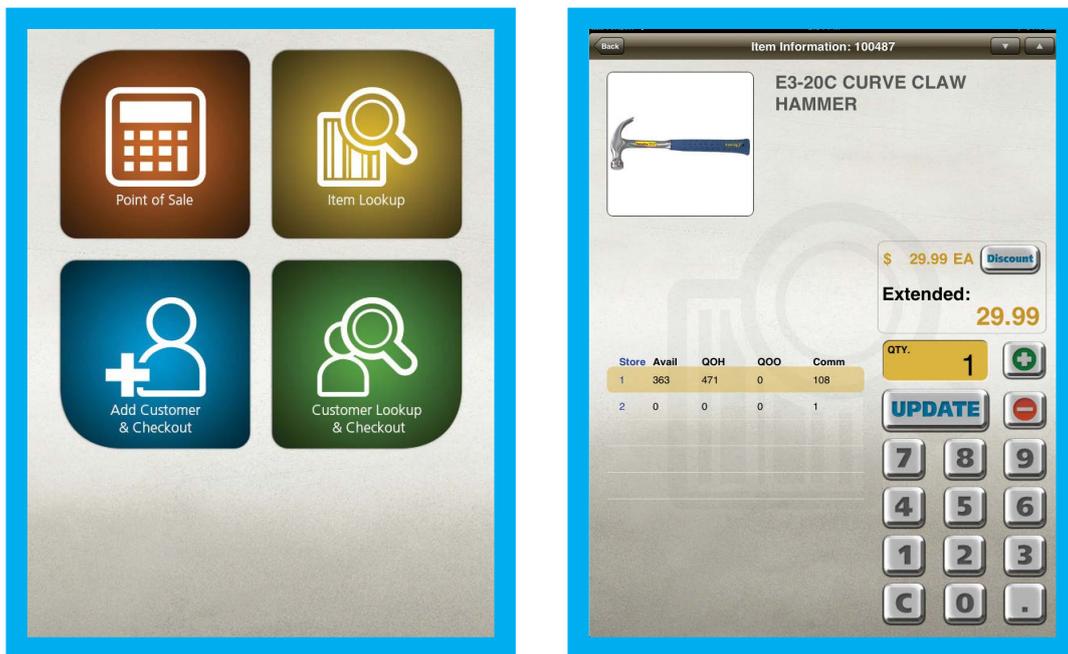
Epicor iNet™ is a comprehensive suite of electronic commerce products that enables you to serve your customers over the Internet. With iNet, your customers can manage their accounts, look up product pricing and availability, and place orders online from their own computers. In addition, your own staff will have immediate access from any station in your store to the most current product information, prices, and technical specifications directly from your vendors' websites. You can even manage purchasing, inventory, and invoicing, remotely and securely, without going into the office.

## Manage crowds in the aisles

Tablet POS lets you meet your customer where they want or need to be, help them find what they want, and complete the transaction without ever having to go to the checkout. All you need is a lightweight, easy-to-use tablet computer and Internet connection.

Designed specifically to price and checkout bar-coded items, the solution also lets you search for and locate items of interest.

Now you can serve customers in the aisles, at outdoor locations, almost anywhere—and you'll have an extra line-busting tool when things get crowded. With more satisfied customers and fewer abandoned baskets, you'll enjoy greater revenues and loyalty.



*Tablet POS is incredibly easy to learn, and speeds checkout with features like instant price lookup and the ability to suspend and resume a transaction*

# Epicor Eagle N Series Analytics Real Business Intelligence for Better Decisions

No matter how large or small your business, you'll need to make solid, timely decisions—based on clear, meaningful and reliable information-- in order to optimize business results.

Epicor **Compass** Analytics software is an advanced business intelligence tool designed to deliver that information, at just the right time. Compass Analytics provides you with up-to-the-minute insight into the dynamics of your business, presenting information your way through its powerful reporting features. Advanced drilldown capabilities can quickly take you from distilled summaries to the raw underlying data.

Epicor **Performance Manager** gives you answers to your important business questions and provides a snapshot of how you're measuring up, through a series of customized "dashboards" that you can design for specific users and business needs.

And with Epicor **Mobile Manager**, you can access critical data from your smartphone or tablet. You can monitor for alerts, view Compass Analytics, reports, take your business's pulse, and much more, when and where you want.

Eagle N Series also gives you instant access to visual, real-time, in-context analytics for customer, vendor and inventory information, directly on the screens you use to manage this critical data so you can make better informed and more timely decisions.

The result? More productive and pro-active employees, and a more agile and successful business.



*Epicor Performance Manager paints you a clear picture of how your business is performing through a variety of customizable charts, graphs, dashboards, and scorecards.*

## Epicor Business Consulting Services Help You Make Smart Decisions and Deliver Real Results

**“Our Eagle system makes us faster, more nimble, and more efficient. Eagle enables us to deliver the level of service our customers have grown to expect.”**

Michael Bracken, Co-President  
Nicholson-Hardie

A Cisco Systems study\* found companies that reviewed and changed their business processes at the same time they implemented new technology saw a 25 to 30 percent increase in productivity. However, companies that deployed new technology but did not update their business processes actually lost productivity. Epicor consulting services are designed to help ensure that your investment in technology delivers real value to your business.

### There for you—and with you—at every step

It's not unusual for a business to continue doing things the same way, year after year, despite significant growth, competitive changes, and evolving technologies and customer preferences. Implementing a high-capability solution like Eagle N Series is an ideal time to re-examine old processes and begin taking advantage of retail best practices.

Epicor can review and update your information requirements, business processes, and decision-making methodologies, to help ensure your Epicor system is a highly leveraged, highly rewarding investment with a strong ROI.

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\*Cisco Systems, Inc., John Chambers - CEO - 2004 Network+Interop Convention, Las Vegas, NV



“The Epicor team took the time to understand our business practices as they pertained to our daily operations. They were not just a voice on the phone. It was evident that they cared. We’ve taken advantage of new functionality and are saving both time and money.”

Mike Finocchiaro, Assistant Manager | Nugent and Potter

“Epicor has a large and knowledgeable implementation team. Our Local Platform Specialist is always available for us. If we need something, we email him or we call in a service request, and he’s quickly here to help us. It gives us peace-of-mind.”

Barry Spain, Owner | Thaker Hardware

The highly experienced Epicor consulting team can help you get the most from your Eagle N Series system after its up and running, too. After all, it’s not just about implementing software—it’s about helping you achieve your business goals. Epicor can continue with expert assistance to ensure you reach true business goals.



## New system implementation: Not just technology—business improvement

Epicor believes that implementing new retail technology should begin and end with a focus on business improvement. We'll work with you to understand precisely what you want to achieve with your business, then help define both the technology and the business process changes you'll need to get there.

Our full-time business consultants will bring expertise, leadership and guidance to the entire process, to help ensure that your Eagle N Series technology truly enables your business to reach its goals.

And, because your business is like no other, we'll tailor the implementation process to your situation, your team, your needs. And we'll incorporate a proven series of steps and checkpoints employing "best practice" models developed over thousands of installations.

## Epicor Watchdog ISS™

With Watchdog ISS service, Epicor's Microsoft®-certified specialists can audit your network and install a broad range of protective technologies to guard against viruses, hackers and spam. ISS service is designed to remotely monitor and update your network security around the clock.

## Epicor Vista® Information Services

Vista Information Services enable you to track and analyze your sales performance, product by product, as it compares to your competitors and your overall markets. With this kind of information at hand you can make better pricing decisions, create high-performance promotions, and better understand what your customers want, through targeted reports on product performance, pricing, key demographics and more.

Epicor Vista service monitors, helps, and gathers point-of-sale (POS) data from a large sample of stores across the United States, in five major retail channels in the home improvement industry:

- ▶ Chain Home Centers
- ▶ Specialty Outlets
- ▶ Independent Hardware/Home Centers
- ▶ Lumber
- ▶ Mass Merchandisers

With accurate, timely, and actionable information on sales, share, purchaser demographics, lifestyle trends and competition across a range of distribution channels, you can quickly pinpoint supply and demand issues, compare your sales performance to that of competitors, and capitalize on opportunities for growth.

## Electronic Data Interchange (EDI)

Many vendors offer proprietary transmission of data, such as purchase orders, price updates, and new item additions. Epicor helps ensure compatibility with these data exchange services. EDI data transmission defines standards for how two computers exchange data. Epicor provides fully tested EDI relationships, which are designed to ensure seamless exchange with supplier and partner systems.

## Online vendor catalogs

Retailers need access to vendor information about items they don't stock as well as the items they do. Epicor Eagle N Series allows easy online access to all vendor catalog product data.

Catalogs are available for these markets:

- ▶ Ace Hardware
- ▶ Do It Best
- ▶ Handy Hardware
- ▶ Orgill
- ▶ True Value



# Trust Epicor for the Software, Hardware, Training, Support, and Expertise to Make it All Work for You

Epicor became the industry's leading provider of business management solutions for independent businesses by providing thousands of customers with the most advanced, most powerful, and most cost-effective ways to address their issues, streamline their businesses and outservice the competition.

## Computer hardware and hosting

Epicor can provide all the industry-standard Linux® and Microsoft Windows® computer systems that your business may require, including installation, integration with existing systems, training, and ongoing support. Epicor gives you two ways to operate your Eagle N Series software. You can house your own computer servers and run all the software at your location—and Epicor can provide all the industry-standard Linux® and Microsoft Windows® computer systems that your business may require, including installation, integration with existing systems, training and ongoing support.

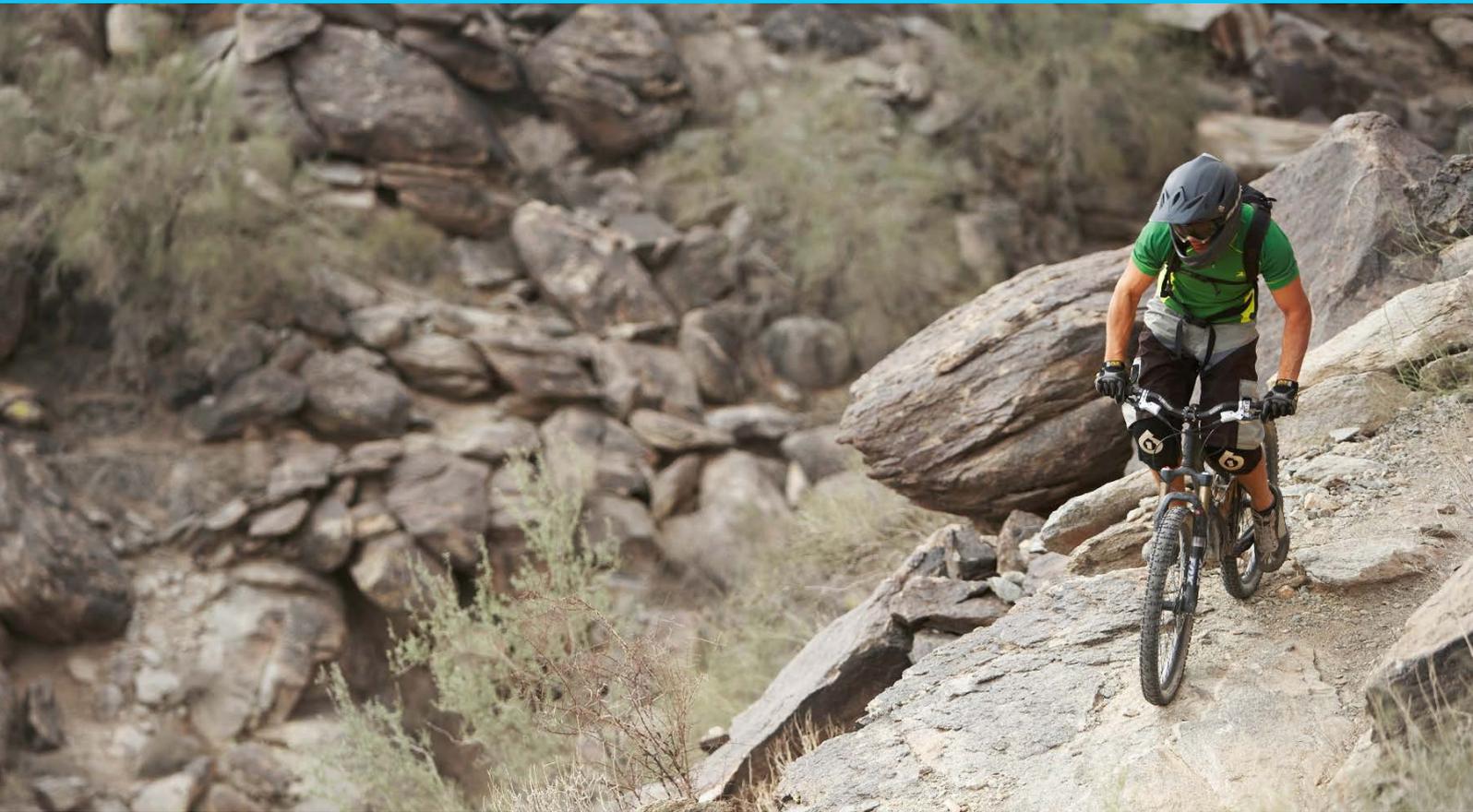
Or, should you choose Eagle N Series Hosting, your software runs in a modern, secure Epicor data center, freeing up your staff to focus on serving customers while Epicor handles maintenance, backup, security, threat protection, software updates and other tasks. With this option, you'll still need workstations, peripherals and network connectivity—and Epicor can assist you with assessing those needs.

## Business Products

Our Business Products division offers custom-designed pre-printed forms, invoices, statements, checks and more, as well as printer ink, backup tapes, batteries, power supplies, and backup units—all at competitive prices.

## Built-in support and communication

Eagle N Series comes complete with built-in, in-context help of all kinds, ready on demand whenever a user has a question or wants advice. Click an icon on the integrated Support Bar and instantly access eLearning and training videos, interactive chat with support experts, online help and the Eagle Community forum.



## Training and help

Before and after installation, Epicor offers a wide range of training programs—including onsite, Web-based, CD, and telephone instruction—to ensure that your people and your business get the full benefit of your Eagle N Series solution from the very first day. Epicor Training on Demand, a comprehensive, customizable eLearning solution, is built right into Eagle N Series and is just a click away—ready to help with in-context videos and mini-courses on Eagle and retail topics. You can also count on the professionals who staff our Help Desk to provide friendly, informed personal assistance.

## Local Platform Specialist (LPS)

Whether you've chosen Eagle N Series Hosting or have opted to run your software at your own location, you'll have terminals, PCs, servers, networking and other technology on your premises. When issues arise, the Epicor team of Microsoft-certified Local Platform Specialists are available from the start to help create your company's network and ensure its continuous, trouble-free operation.



## Eagle Advice Line

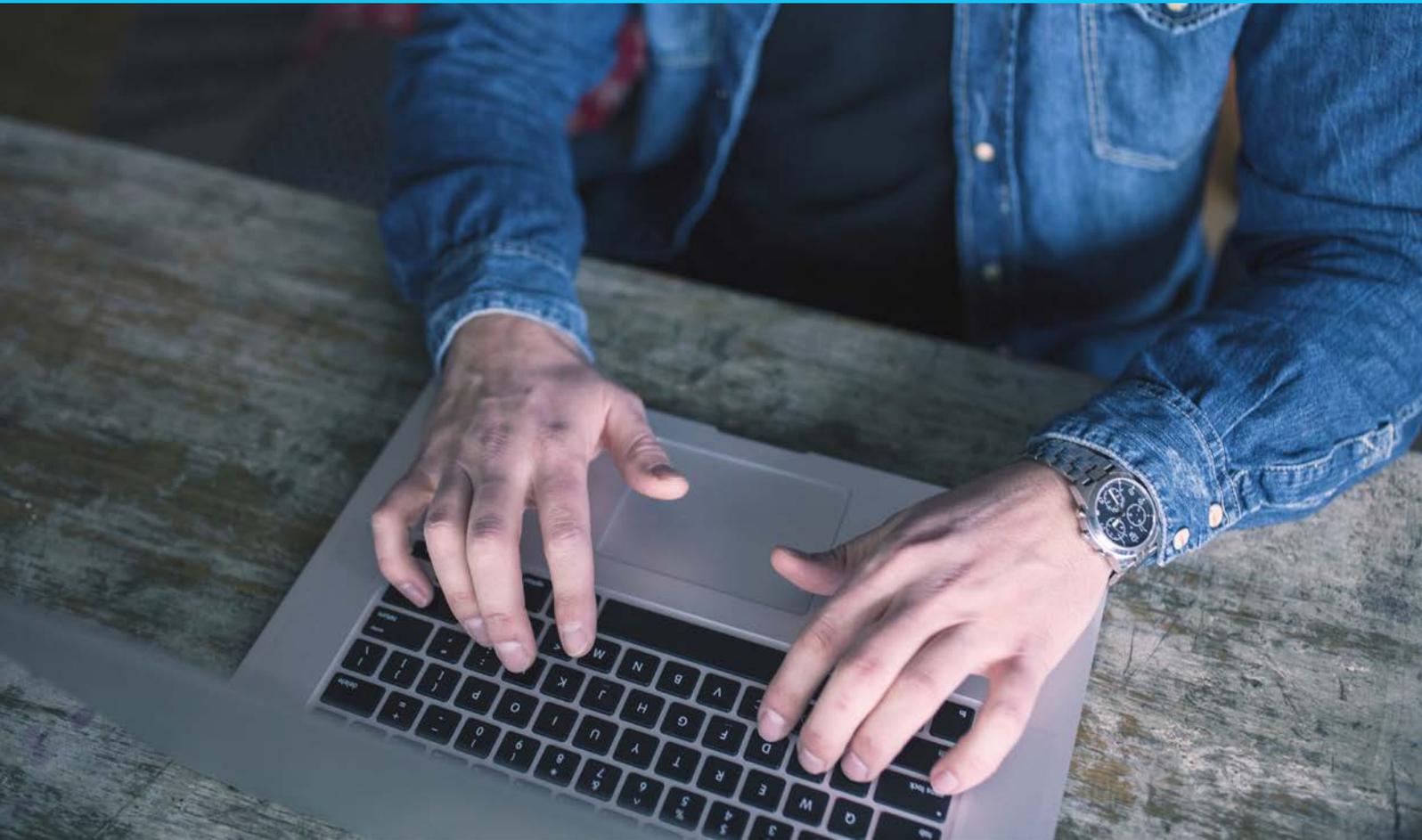
Even after thorough training, you may need occasional assistance with troubleshooting. With the Epicor Eagle Advice Line, getting help is fast and easy.

Our Advice Line specialists focus in one particular area of expertise. This means when you need help, you will reach an expert in the right area.

## Ongoing support and professional services

Implementing a retail management solution can be a big step for a company of any size. That's why Epicor provides the full range of training, support, and consulting services to help you make the right choices for your business, and to ensure that your Eagle N Series solution delivers the business value you expect and need.

If you're considering a new or upgraded system, an Application Specialist in your area will be glad to provide a no-obligation onsite assessment of your business and show you how an Eagle N Series solution can help take you to the net level and beyond.



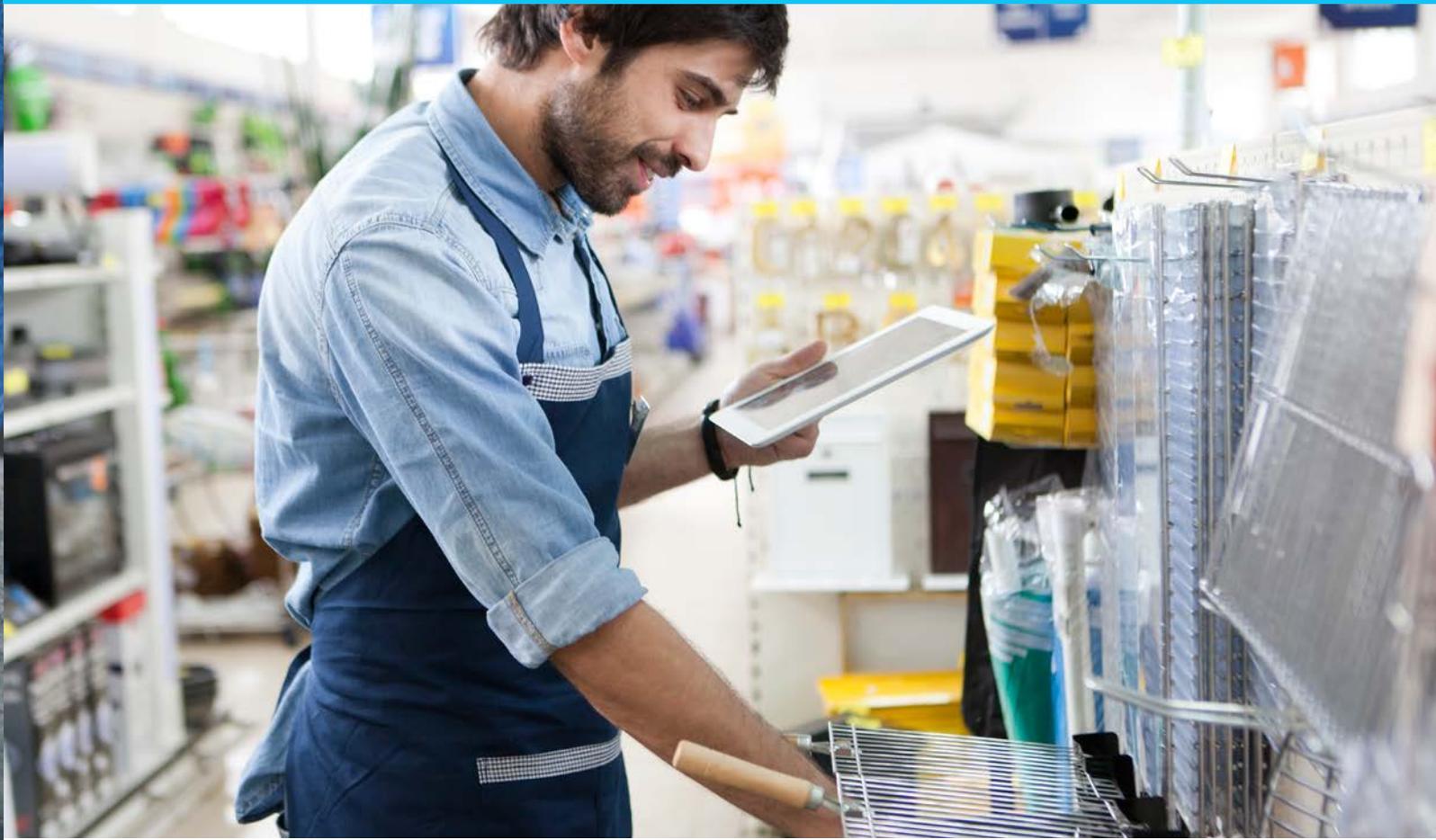
## Getting started stepping up to Eagle N Series

Making the move to Eagle N Series is a significant step forward for any business—and making the transition is easy with expert help from Epicor. At each step—from a first-blush review of your goals, team, physical location(s) and other key factors, all the way through to regular, post-implementation checkpoints—you and your team will have all the assistance you need to succeed.

And, from the first time each new user logs in, we have designed our Eagle N Series solution so your employees will experience:

- ▶ **A visually clean, intuitive look and feel**, with the same kinds of navigation, organization and interaction they see in other popular software solutions
- ▶ **Common-sense workflows and processes** that make it easy to get from point A to point B, even for complex activities
- ▶ **Options and information that fit your business**, thanks to advanced customization features you'll set up with help from Epicor
- ▶ **On-demand assistance**: instant access to in-context help, eLearning, support chat and user community forum

To get there, Epicor experts provide written plans, hardware and software installations, data conversions, training and more. The journey is straightforward, seamless and carefully managed, and the rewards are compelling: better business performance, more loyal customers, and a productive, highly efficient team.



## Invest in the future of your business with Epicor

Epicor Eagle N Series is built on decades of industry experience and the successes of thousands of customers. We welcome the opportunity to meet you and explore the ways our integrated software solutions can bring new efficiencies to every part of your business.

Visit [epicor.com/eagle](http://epicor.com/eagle). For immediate response, call **888.463.4700** and speak with an Epicor solutions specialist, or e-mail us at: [eagle@epicor.com](mailto:eagle@epicor.com) to provide a no-obligation onsite assessment of your business and show you how an Eagle N Series solution can help take you to the next level and beyond.



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## 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, hosted, 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](http://www.epicor.com).



Contact us for more information on Epicor Products and Services



+1.888.463.4700



[eagle@epicor.com](mailto:eagle@epicor.com)



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

### Corporate Office

804 Las Cimas Parkway  
Austin, TX 78746  
USA

Toll Free: +1.888.448.2636  
Direct: +1.512.328.2300  
Fax: +1.512.278.5590

### Latin America and Caribbean

Blvd. Antonio L. Rodriguez #1882 Int. 104  
Plaza Central, Col. Santa Maria  
Monterrey, Nuevo Leon, CP 64650  
Mexico

Phone: +52.81.1551.7100  
Fax: +52.81.1551.7117

### Europe, Middle East and Africa

No. 1 The Arena  
Downshire Way  
Bracknell, Berkshire RG12 1PU  
United Kingdom

Phone: +44.1344.468468  
Fax: +44.1344.468010

### Asia

238A Thomson Road #23-06  
Novena Square Tower A  
Singapore 307684  
Singapore

Phone: +65.6333.8121  
Fax: +65.6333.8131

### Australia and New Zealand

Suite 2 Level 8,  
100 Pacific Highway  
North Sydney, NSW 2060  
Australia

Phone: +61.2.9927.6200  
Fax: +61.2.9927.6298

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