

Epicor Brochure

Metal Services

Introduction

Supporting Key Initiatives for the Metal Services Industry

Metal Service Centers (Metal Supply, Steel Stockholders) are facing continued pressure to keep prices low, while at the same time driving new levels of responsiveness to customers changing, individual needs. Global competitive pressures fueled by customers' increased access to worldwide markets result in the need for new levels of business efficiency and productivity to compete. Tight labor markets with the need to attract talent to innovate and grow are further stressing operations as they strive to find good workers.

In response, many metal services distribution and manufacturing businesses are expanding their traditional business and looking for new opportunities— some in new and unknown markets, and others centered in value-added services, better business performance, employee engagement, and customer care. Epicor permits a powerful end-to-end ERP solution that eliminates silos of information from disparate systems through a modern, cloud technology to deliver a powerful solution your workers can use to deliver great customer experiences, improve operations with greater inventory turns and streamlined processes, offer greater visibility across operations, and attract great workers with modern, mobile cloud-based technology. Scalable in nature, the modular capabilities of Epicor allows that emerging businesses can compete alongside industry giants, growing into more technology as needs change.





Solutions for Metal Services

Focus on Great Customer Experiences With Rapid Estimates

Providing great customer experiences and delivering on fast, accurate estimates while providing industry-leading customer service translates to stronger loyalty from customers with more repeat business and bigger and bigger orders. Arming your sales team with technology that allows for remote work and mobile interactions from the customer site or at the job site delivers meaningful ERP data to help you win business. Many customers today look to self-serve and expect online eCommerce solutions where they can get instant pricing or can self-configure their orders and get pricing, check status, and review accounts—all from their desktop.

Epicor delivers rich mobile CRM with instant search of product attributes, suggested ordering tools, pricing flexibility and cost-based estimating capabilities to deliver rapid estimates that support special ordering instructions and value-added services where margins are stronger. It delivers rapid rules-based configuration tools to simplify estimates and easily integrates to your website with eCommerce for 24x7 access for your customers. Salesforce® integration is also optionally available.

Solution Benefits

- Meet customer expectations with agile responses and great experiences
- Compete and win more with fast, accurate estimates
- Improve margins with greater buying power and cost control

- Get in front of trends with better visibility and enhanced analytics
- Reduce inventory cost and improve warehouse operations
- Maximize production output with scheduling and MES
- Attract great workers with modern, mobile cloud-based technology

Improve Inventory Turns While Reducing Carrying Costs

Having the right inventory when customers need it without carrying too much is a complex balance for metal services businesses. Accurate inventory is achieved with greater inventory visibility, good planning and forecasting tools along with instant demand queues driven from estimates turned orders, eCommerce orders, or highly automated EDI documents.



To more closely manage the unique needs of metal service businesses, Epicor offers complex multiple unit of measure capabilities, product attributes, and integration with industry-leading nesting solutions—all delivering greater efficiency in optimized use of inventory.

Warehouse management capabilities offer greater visibility over distributed warehouses and support for wireless mobile handheld transactions for picking and shipping as well as inventory movement, including in and out of work in process for production processes. Metal services businesses can accurately and seamlessly manage metal remnants with greater ease, capture and track heat certifications and test report information alongside inventory, and accurately maintain inventory costs broken down by material, labor, subcontract, or burden (freight) costs.

Shipping logistics in metal services can be complex. Whether loading and routing your trucks for optimum services levels and dispatching drivers with proof of delivery or contracting LTL carriers, Epicor supports your business with a single source for customer delivery information and special instructions to ensure every shipment is delivered with ease.

Lead With Rich, Modern Experiences To Attract Workers

Responsive, agile technology in the hands of your workforce can deliver best in class experiences for your customers through simple to use, intelligent, collaborative, and modern interfaces delivered on traditional desktops or mobile devices for access to powerful

ERP data remotely, on the go—where work happens.

Automation of workflow to reduce redundant processes and deliver seamless integrations with existing external systems such as specialized calculators delivers new levels of business responsiveness to customers. Making your business a data-driven organization results in stronger margins and offers more profitable ventures. Powerful analytics in the hands of leadership as well as your management team can deliver not just the overall business-level metrics, but improve day-to-day operations from managing exceptions in real-time.

Reduce Waste in the Supply Chain

More than ever, metal services businesses are reaching down into their supply chains to eliminate waste and improve bottom—line results. As global competition continues to drive cost down, supply chain partners are playing a larger role than ever before. Many businesses are looking for ways to collaborate with suppliers more seamlessly for optimum results.

Epicor promotes tighter collaboration throughout the supply chain while analyzing the same metrics that you are measured on, such as supplier shipping performance or quality ratings. Businesses looking for new efficiencies and measurements of supplier performance, look to automated processes for requesting RFQs, for sending change orders through electronic queues on supplier portals or more directly through EDI.



Leveraging bulk purchases with greater visibility into longer term needs increases margins. Buyers have valuable time-phased views to be forward-looking. This coupled with accurate landed cost management, purchase contracts, buyers' workbenches, and supplier quality metrics delivers greater control over purchases to ensure a reduced cost.

Delivering on Value-Added Services With Manufacturing Processes and Field Service

Servicing your customers with value-added services not only delivers greater margins, but it also ensures customer loyalty and drives new avenues of revenue. Epicor can help with manufacturing and field service capabilities that can scale to your needs.

Getting more complex in manufacturing can seem scary but with tools that support needs in

planning and scheduling alongside data collection for employees, job travelers or tickets, quality metrics collection and reporting, as well as a workflow to ensure a seamless flow from order to shipment, it is easily achieved. Likewise, delivering on projects with unique scheduling needs, engineering services, and perhaps field service or installation is possible. Epicor easily scales to meet your increasingly complex needs.

Maximize Equipment Effectiveness

Capital investment in equipment for metal services businesses can be extensive. Epicor offers preventive maintenance capabilities on all assets across your operations, giving your maintenance technicians the tools to ensure your equipment is running at peak performance.

Additionally, listening to the pulse of production to maximize throughput enables metal services businesses to respond proactively to problems and improve operations. These

pulses, when derived directly from production equipment, can communicate not only equipment status, but also track effectiveness and respond to quality failures.

Epicor offers complete IoT solutions to facilitate and manage equipment effectiveness along with Advanced Manufacturing Execution Systems (MES) and Quality Management Systems (QMS). You can achieve informed lights out production, and get the powerful metrics you need to improve performance— Overall Equipment Effectiveness (OEE), run rates, scrap, yield, energy consumption, material consumption, and much more.

Support Extended and Global Operations

With competitive pressures driving many metal services businesses to expand globally to serve customers better, many businesses today both large and small find themselves suddenly managing multiple locations disparately.



Epicor has comprehensive multi site capabilities coupled with a global presence to meet your company's requirements for local support. Competing globally and domestically—bridging geographic and strategic diversity and eliminating supply chain inefficiencies—can be accomplished with the technologies to streamline inter-company processes and communicate quickly and accurately. Synchronization of complex relationships that determine supply, demand, and fulfillment is the means of reaching new, industry-leading levels of business performance.

Epicor can help you achieve maximum efficiencies across your globally extended enterprise.

Modern, Global Financials to Drive Optimum Use of Capital

With Epicor, your business benefits from a solution that includes modern, robust financials needed by today's businesses. Epicor for Metal Services financials offer a refreshing new approach to business. A suite of accounting applications built for insight, automation, and compliance in an increasingly global business world, it is built around a series of "global engines" that support effective financial management and control anywhere. Our goal is to help every business go beyond sound financial management and control to efficiently deliver real value.

These modern financials give you access to real-time fiscal information and provide the modern platform you need to support business around the world.

Regulatory Compliance, a Competitive Differentiator

On top of the other challenges facing metal services businesses, servicing customers in regulated industries translates to greater scrutiny from the supply chain source. Governmental and industry mandated regulatory requirements demand tight control of inventory and manufacturing process and are further stressing organizations, requiring greater traceability along with strict business practices. From Sarbanes-Oxley to ISO/AS/TS/QS standards to ROHS/WEE and ITAR, metal services are faced with challenges that can feed off the bottom line of their profits.

The robust Epicor infrastructure, coupled with its comprehensive quality suite, offers a comprehensive approach to automating the compliance process.

Industry Leading Service and Support

Epicor has over 45 years of experience in delivering industry-focused, world-class solutions, and ongoing customer care and



service to over 20,000 customer installations. It is a true global solutions partner with support offices all over the world. Epicor has over 45 years of experience in delivering industry-focused, world-class solutions, and ongoing customer care and service to over 20,000 customer installations. It is a true global solutions partner with support offices all over the world.

The key vehicle that transforms Epicor into a successful business solution is our Signature Implementation Methodology. Epicor delivers one of the most cost-effective and efficient techniques to plan, design, validate, and deploy your Epicor solution. Staffed with direct employees around the globe who are properly trained and equipped with world-class implementation tools, Epicor follows our proven 5-stage Signature Methodology designed specifically around Epicor software and our customers.

The result is designed to be an on-time, on-budget implementation of your Epicor solution that allows your company to quickly begin using Epicor in day-to-day operations helping to save you time and money by providing broad functionality at a lower total cost of ownership.

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.

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