



Product

Epicor® Prophet 21®

Benefits

- ▶ A cloud-based eCommerce system fully integrated with your business process
- ▶ Increase your online presence to help raise sales and shorten sales cycles
- ▶ Develop new sales leads and use eCommerce to help close new business
- ▶ Lower your costs and speed information access with fully integrated website, eCommerce, and business processes
- ▶ Manage multiple branded websites, catalogs, and product information
- ▶ Reduce the cost and time for adding new product lines
- ▶ Optimize results with insights into shopping patterns
- ▶ A open, scalable eCommerce website with mobile access and extensibility

An integrated eCommerce solution for distributors

For many companies today, eCommerce helps them to increase their brand presence, shorten sales cycles, and develop new sales leads. A modern eCommerce solution will not only help you do this, but also deliver significant savings from a tightly integrated company website, eCommerce process, and business system.

Tightly integrated systems provide the responsive access and up-to-date information needed for today's fast-paced business climate. Tight integration also eliminates the cost of multiple product databases and duplicated data entry, which means fewer errors, better accuracy, and lower overall operational costs.

When used with Prophet 21 software, Epicor Commerce Connect (ECC) system delivers eCommerce integrated with the rest of your business process—all in real time. Information from completed online transactions is immediately reflected throughout your Prophet 21 system.

Distributors need some aspects of consumer B2C websites with their ease-of-use and repeat purchasing, combined with B2B business capabilities to develop contacts into accounts and connect into their procurement processes.

With ECC software, your distribution customers will see a modern eCommerce website focused on shopping convenience, ease-of-use, and high-repeat shopping. You will get the templates and tools to deliver that rich customer experience throughout the customer life cycle—from casual browser to satisfied repeat customer.

The ECC solution provides even further value with cost-effective cloud-based hosting, and rapid implementation for a completely integrated, end-to-end solution supported by a rich ecosystem of add-ons and technology partners.

Mobility

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General features

With Epicor Commerce Connect software, you can extend your business boundaries and develop new customer accounts. With this capability in hand, you can use your website as a tool to grow your business, drive more revenue from current accounts and improve customer satisfaction.



Combining Prophet 21 with ECC systems also reduces the implementation time for a customized, attractive, and simple-to-use website.

An example of tight integration is access to real-time stock levels within the Prophet 21 system. The ECC solution provides multiple stock level indicators to select from, ranging from a simple traffic light scheme to the actual current stock quantity. Transactions can also be disallowed if there is insufficient stock, or they can be processed.

Some of the features provided by the ECC system include following:

- ▶ Simple generation of consistent website “look and feel”
- ▶ Product browsing offerings
- ▶ Catalog browsing
- ▶ Hierarchic catalog structure and management
- ▶ Real-time stock levels
- ▶ Attribute-based filtering
- ▶ ECC-based promotions
- ▶ Checkout configuration
- ▶ Search engine optimization (SEO)
- ▶ Analytics and reporting including:
 - Customer account management (My Account)
 - Site management
 - Multi lingual
 - Multi currency
 - Multi store
- ▶ Messaging—Prophet 21 software to website
- ▶ Security—HTTPS, user ID, and password with Prophet 21 software
- ▶ Newsletters—sign up from within ECC
- ▶ Multi lingual—available through Magento® language pack add-ons

Building a better website experience

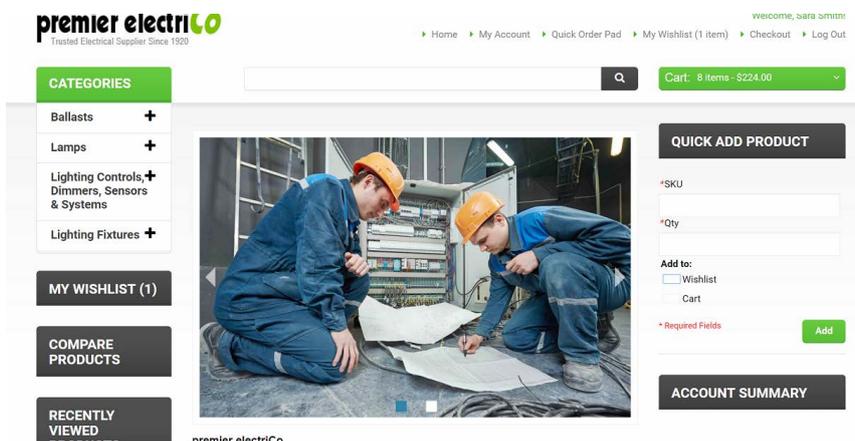
Epicor Commerce Connect software helps you provide all website visitors with the rich experience they expect from modern websites. Powerful browsing tools help your customers quickly get to the items they want to purchase—these tools include configurable search, suggested items, and automatic lists of your most popular products.

You can help your customers make better purchasing decisions, which can lead to higher levels of customer satisfaction and lower product returns. For example, let customers see related products, compare different products, and view the product up close with the product image zoom-in capability.

B2C features

For your direct-to-consumer B2C channel, the ECC system provides the tools and a framework for online consumer engagement. In addition to all of the general features listed above, the B2C portion of the ECC software provides these specific online features for selling to consumers:

- ▶ Guest and Account login
- ▶ Open site allows browsing before login
- ▶ Sophisticated message caching for performance enhancement
- ▶ All transactions are associated with a default Prophet 21 account and controlled on a website-by-website basis
- ▶ Anonymous checkout
- ▶ Check out—uses a ship method, billing, order preview, confirm process
- ▶ Prophet 21 payment methods





B2B features

In addition to consumer-like ease-of-use, business customers expect to see special pricing and price lists, get fast re-purchases, and make payments on their accounts. Requirements are met with its B2B feature set.

In addition to all of the general features listed above, the B2B portion of the ECC solution provides the following:

- ▶ Product Search—search and return the web-salable items that fit the search criteria
- ▶ Quick List—generate a named sub-list of parts that can be viewed and added to the basket when completed
- ▶ Quick Purchase—key in a part number with quantity to quickly add to basket or quick list
- ▶ Request for Quotation—request a quote from the information entered in the RFQ form
- ▶ Shopping Basket—search and add products to the shopping basket, remove items, update, view quantities and basket total
- ▶ Check out—uses a ship method, billing, order preview, and confirm process
- ▶ Payment on account
- ▶ Prophet 21 Payment—display a page and collect PCI-compliant card details for processing by Prophet 21
- ▶ Account Management

- ▶ Customer History—view history by order, shipment, invoice, payment, returns, or service call with details of actual transactions
- ▶ Customer Account Information—manage billing and shipping addresses, contact information, and site login passwords

Take care of today, plan for tomorrow

Constant innovation and your customers' ever-evolving expectations mean that the challenge of providing relevant, fresh online experiences is non-stop. Your eCommerce website can be a key delivery vehicle for your brand, the virtual face of your organization, and a powerful transaction engine that drives revenue.

The Epicor Commerce Connect solution helps you build and manage custom websites that fit your business needs today, with an eye on tomorrow.

The ECC software is built on the power of the Magento eCommerce Platform. This means you get the advantage of an open system with many specialized extensions in the Magento Connect marketplace, along with their large application developer and support network.

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.



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