

# Epicor Prophet 21

A cloud-based distribution  
ERP system

# We're here to help you grow your sales, profits, and productivity—and distance yourself from your competition.

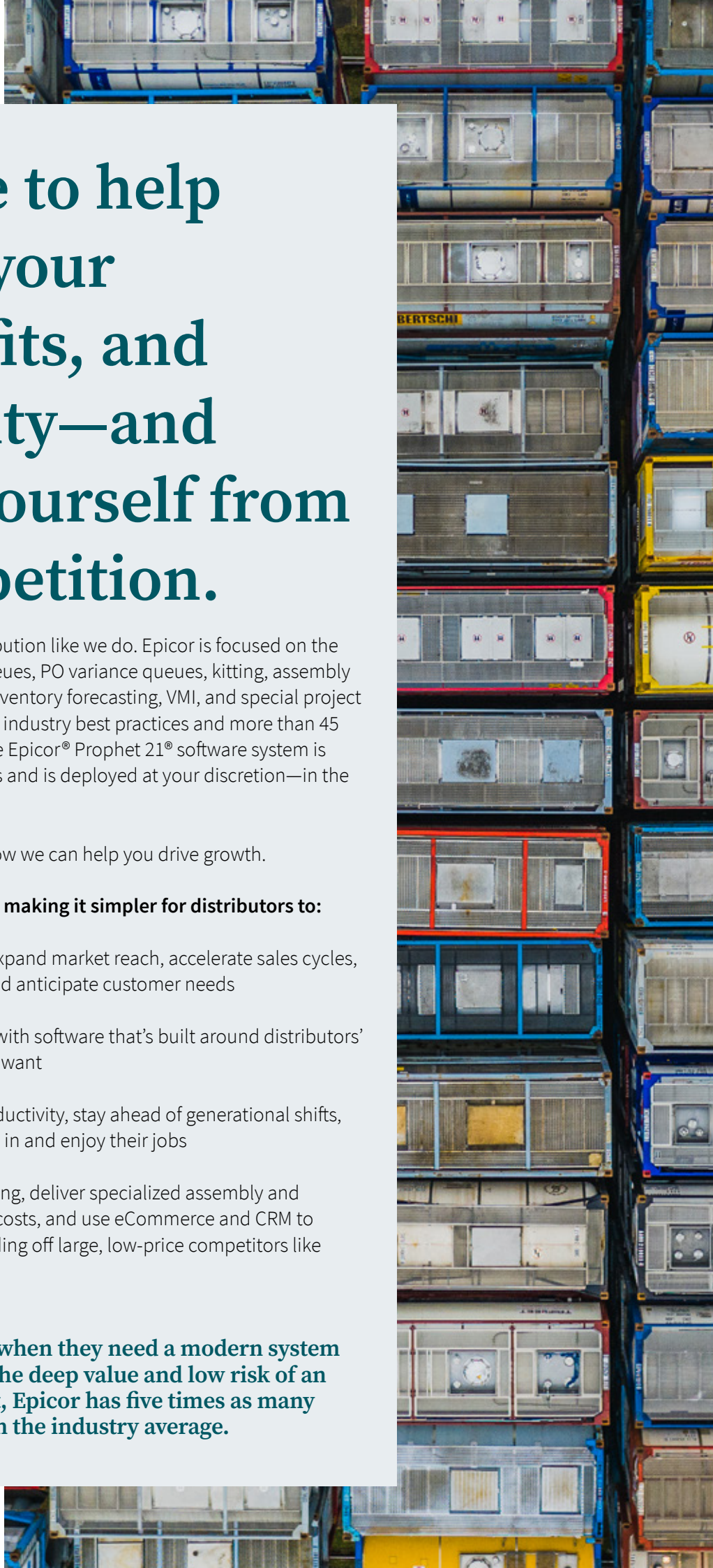
No other ERP provider knows distribution like we do. Epicor is focused on the things that matter to you—work queues, PO variance queues, kitting, assembly and production orders, advanced inventory forecasting, VMI, and special project pricing. We build our software using industry best practices and more than 45 years of distribution experience. The Epicor® Prophet 21® software system is designed specifically for distributors and is deployed at your discretion—in the cloud or on premises.

For these reasons and more, we know we can help you drive growth.

## **Epicor can help initiate growth by making it simpler for distributors to:**

1. Add product lines and services, expand market reach, accelerate sales cycles, lower customer-support costs, and anticipate customer needs
2. Drive efficiency and productivity with software that's built around distributors' needs and deployed the way you want
3. Improve employee skills and productivity, stay ahead of generational shifts, and give people the tools to grow in and enjoy their jobs
4. Customize your services and pricing, deliver specialized assembly and kitting, reduce repetitive reorder costs, and use eCommerce and CRM to engage customers—all while fending off large, low-price competitors like Amazon® and Grainger®

**Distributors come to Epicor when they need a modern system to grow their business with the deep value and low risk of an experienced supplier. In fact, Epicor has five times as many second-time ERP buyers than the industry average.**



## Prophet 21 knows how you work—that's why it works better.

Prophet 21 software is created and designed by industry experts. It is a cloud-based business system for digital distributors. It's also the system of choice for growing distributors across a variety of industries, including:

- Consumer packaged goods
- Electrical
- Fasteners
- Fluid power
- HVAC
- Industrial
- Irrigation and landscape
- Janitorial/sanitation
- Medical supply/pharmaceuticals
- Paper and packaging
- Pipe/valve/fittings
- Petroleum
- Plumbing
- Safety supply
- Tile and flooring
- Welding supply/packaged gases

When it comes to the core business functions you need to grow your distributorship, nothing comes close to—or goes as far as—the Epicor Prophet 21 software system:

- Customer Relationship Management
- Order Management
- eCommerce via Epicor Commerce Connect (ECC)
- Inventory Management
- Purchasing
- Warehouse
- Management System
- Financials
- Manufacturing
- Service and Maintenance
- Business Intelligence via Epicor Data Analytics (EDA)
- Enterprise Content Management
- Epicor Virtual Agent (EVA)
- Epicor Rentals Management
- Reporting

It's more than “pick, pack, and ship.” Prophet 21 software is an intuitive tool that will help you empower employees, save valuable time, and boost your bottom line while growing your top line. The Prophet 21 software system helps you easily add product lines and services while extending your market reach and attracting more accounts. It gives you the ability to respond quickly to changing customer demands—which can keep those customers coming back.

Simply put, the Prophet 21 system helps you grow your business.



**Prophet 21 offers unique capabilities to grow your business by reaching more customers, delivering more value to each customer, and defending your accounts from large, low-price competitors like Amazon and Grainger.**

# If you want to grow, you need to reach more customers.

The customers are out there. If you want to connect with them in today's rapidly changing marketplace, you need effective, easy-to-use eCommerce, cloud, and mobile tools. These are the kinds of tools the Epicor Prophet 21 system brings together—integrating them into your systems, gathering information from your eCommerce storefront and mobile employees, increasing visibility, and making sure everyone from the web to the shipping dock is working together.

Epicor gives you a choice in eCommerce like cloud and mobile solutions—options that fit both your business needs and technology strategy to give your people the power to win global customers from global competitors.

From digital, DIY tools and deep distribution applications to modern open platforms, Epicor helps you deploy and grow as you need.

**Prophet 21 Web Application**— The Prophet 21 Web Application is a browser-based version of the Prophet 21 solution that translates the user experience to the web, so you can use its familiar and rich distribution features from a web browser. Take Prophet 21 software with you outside your corporate network and work from anywhere without the need for a VPN connection. With minimal training, your employees can be mobile and work anywhere, anytime—increasing productivity. The Prophet 21 Web Application is included with your Prophet 21 solution Maintenance Program. As a reminder, the Prophet 21 Web Application can be deployed as either an on-premises or cloud-based solution.

**Cloud Solutions**—Access-from-anywhere tools offer real-time connectivity between branches, mobile employees, and partners with a new level of security, monitoring, and disaster prevention and enhanced operational efficiencies that are unavailable in legacy systems.

**Epicor Mobility**—Apple® or Android™ applications connectivity allows employees on the move to access the information they need to be productive—even when they're away from their desks.



**Connect with customers at  
every stage of the process.**



# If you want to continue to grow, you need to deliver more value.

It might seem daunting to take on your massive, low-price counterparts, but you have something they don't—the ability to customize.

Where they're interested in uniform-volume product sales, you can provide a wide variety of services that meet specific client requirements and requests. This takes you beyond pick-pack-ship—differentiating you by letting you focus on your customers' business types.

## **Tailor your business to your customers' needs**

- Don't just identify the specialized services your customers require—act on them
- Simplify the bidding process—no matter how complex the job
- Easily manage job quotes through the purchasing process and into the project phase
- Stage deliveries to differing locations
- Make things easier in the back office with staged billing and tracked change orders

## **Add value to your products with kitting, assembly, and manufacturing**

- Efficiently manufacture, stock, track, and sell assemblies, kits, and other custom products
- Bundle items that are typically sold as a single order line—eliminating the need to reenter SKUs over and over again
- Reduce order entry time and avoid manual entry errors
- Help boost sales by setting up kits and upselling assemblies to customers with consistent group orders
- Take the guesswork out of determining how many items or kits you can assemble from current stock
- Capture labor and material costs along with the current status of work in progress

## **Expand your business with managed inventory services**

- Provide inventory services, manage customer onsite inventory, and support inventory vending
- Connect to your suppliers, provide visibility into stock positions, and expedite order placement

## **Lower your customers' ownership costs with post-sale services**

- Expand your revenue and increase your value to customers by offering staged deliveries, field service, and maintenance/calibration
- Offer global shipping and LTL and TL freight—giving customers real-time shipping status to help keep their projects on track

## **Provide valuable services to your customers through rentals**

- Track and schedule assets
- Provide flexible pricing for rental equipment
- Capture new revenue opportunities
- Continue to build your relationships with existing customers seeking a compelling rental option

## Epicor Prophet 21—A closer look at what's in store for distributors

### Reach More Customers

#### eCommerce, Cloud, and Mobility

- **eCommerce**—ECC extends your investment in Prophet 21 software with a tightly aligned, distribution-specific feature set

- **eCommerce Open Platform Solution**—ECC provides a selection of specialized add-on apps and services from an infrastructure of eCommerce software and support providers

- **Mobile Sales**—provide your sales force with the latest information to maximize responsiveness

- **Mobile Portals**—help to securely deliver business information through mobile devices that you can customize to each employee's needs to keep your personnel synchronized when on the move

- **Mobile Proof of Delivery**—connect your delivery resources to real-time information for accurate service

- **Flexible Deployment**—Available in the cloud or on premises

“Prophet 21 helps us perform consistently at the top of the benchmarks and does a very good job manipulating lots of data. Epicor and Prophet 21 helped us reach our full potential. Prophet 21 developers suggested product upgrades and revision whenever required.”

—Andrew Wright, Chief Operating Officer | Mercedes Medical

### Deliver More Value

#### Tailor to Customer Needs

- **Long-Term Contract Pricing**—for loyal, volume buyers, and OEMs

- **Staged Material Deliveries**—track project activities and ship where and when material is needed

- **Progress-Based Milestone Billing**—pre-agreed billing points with change order and cost tracking

- **Vendor Rebate Tracking**—track and report purchasing under vendor rebate programs

- **Epicor Rental Management**—track and schedule rental equipment to capture new revenue

- **EDI**—Automate your document integration with your supply chain partners and meet your customer's EDI compliance requirements with our EDI solutions.

“Prophet 21 gave us more visibility, and the ability to be cross-organizational was key. It can be shaped in any direction your business wants to go in. Prophet 21 fixed our inventory allocation problems. Utilizing Prophet 21 helped us understand what the root causes of all of our issues were.”

—Andrew Podner, Chief Operating Officer | Birmingham Fastener, Inc.

#### Kitting, Assembly, and Manufacturing

- **Production Orders**—track orders through production processes while adding labor and material costs

- **Process Orders**—assemble and manage orders for out-of-house /third-party services

- **Kitting and Assembly**—dispatch orders for kitting or assembly

“The kitting and hose decoder features are very powerful. Having customers in the U.S. and Canada—and vendors all over the world—makes the multicurrency and container receipts functionalities very convenient for our business. Prophet 21 allows us easy access to production orders ready for build by many different sorts of features. Overall, our partnership with Epicor brings us the tools we need to compete globally.”

—Dean Gordon, President | DeeTag Ltd.

#### Managed Inventory Services

- **Consigned Inventory**—leverage your investments in facilities, people, and systems to manage customer inventory within your facility

- **Supplier-Managed Inventory**—reduce customer order/fulfillment costs, strengthen the relationship, and grow your “share of the wallet” into related business areas

- **Inventory Venging**—add even more location value and avoid reorder delays and paperwork costs

“The integrated supply management capability of Prophet 21 is great for VMI and MRO. Now, we have one solution for billing, data mining, and reporting—all customized for our customers.”

—Jim Ruetz, President and General Manager | All Fasteners

#### Post-Sale Services

- **Service and Maintenance**—track service contracts, preventative maintenance schedules, warranties, and more while monitoring service technicians' schedules and open service orders

- **Mobile Proof of Delivery**—capture signature, times, maps, account information, and delivery instructions for your delivery fleets

“Proof of Delivery gives us data to email customer invoices—addressing potential questions ahead of time. It also gives us the ability to track delivery metrics—one of our largest expenses—in ways not previously possible. It is helpful to see where delivery costs are outweighing profit margins for particular customers or orders—for example, learning where a delivery could be added on to an existing run rather than requiring a separate trip.”

—Jimmy Sobek, VP of Finance and Administration | New South Construction Supply

### Secure Your Accounts

#### Customer Analytics

- **Customer Buying Trend Analysis**—know when a customer changes his purchase pattern so action can be taken

- **Strategic Pricing**—identify each customer's key products and build custom price lists that maximize profit and minimize risk

- **Fast Ad-Hoc Reports/XL Connect**—use real-time links from the Prophet 21 General Ledger into the familiar Microsoft Excel product

- **Robust Reporting Capabilities**—enable your organization grow

“Strategic Pricing provided the easiest ROI I've ever seen in my career. We tell other Prophet 21 customers, Strategic Pricing pays for the entire Prophet 21 system investment!”

—Russ Frazee, COO | FCx Performance Inc.

#### Customer Relationship Management

- **Special Offers, Information Sharing, and Relationship Events**—stay in touch with your customers to keep their interest

- **Manage Loyalty/Retention Programs**—build your own loyalty program and monitor it within Prophet 21 software

- **Up-Sell Customers**—communicate your capabilities and keep advancing your value position

- **Track Customer Buying Habits**—know when customers change their buying behavior and why

- **Salesforce Automation**—track lead/sales progress by defining opportunities, setting sales stages, and employing rich analytics to measure pipelines

- **Account Calling Programs and Email Newsletters**—stay in touch, promote, educate, and monitor customer satisfaction

“The company uses Prophet 21 CRM to do everything from managing sales opportunities and viewing the sales pipeline, to making financial and investment decisions based on trends in the pipeline. We all work from one database now, whereas in the past, our customer service department used a separate database. Without realizing it, we were duplicating a lot of efforts. With one database, we are much more current and coordinated.”

—Dave Scaglione, Vice President of Sales and Marketing | Electro-Matic

# Prophet 21 Technology

Prophet 21 software is an industry-specific solution that is easy to use and highly flexible. It combines proven distribution expertise with an end-to-end, web-enabled infrastructure and modern technology stack—including HTML5, Angular JS, .NET, and SQL Server®—offering improved agility, scalability, adaptability, and reliability. Cloud and on premises deployment options are also available—letting you choose the deployment that is right for your business while letting you scale, evolve, and grow as your business changes.

## Prophet 21 on Microsoft® Azure®

Epicor Prophet 21 software delivers a modern, cloud-based experience that removes dependencies on fat clients and terminal services to deliver a lower TCO for distributors. It is a device-independent system ready to run on web browsers, tablets, and smartphones in iOS, Android, and Windows environments. The Epicor approach to cloud-based applications provides easier access to information no matter where your employees are—in the warehouse, in the field, or working counter sales. Powered by Microsoft Azure, Epicor Prophet 21 software in the cloud brings you mission-critical, industry-specific value to drive business growth—faster, easier, and more reliable than ever. In our increasingly digital world, your ability to survive, compete, and grow depends on how your business leverages the latest best

practice technology. Manual, disconnected processes simply cannot keep pace. Epicor Prophet 21 software offers true cloud deployment—providing businesses with distribution-specific software on a simple monthly subscription basis.

## Epicor Virtual Agent (EVA)

EVA is intelligence personified for Epicor systems across industries. Users will be empowered by the context-aware natural language processing (NLP) of EVA. With the EVA app, you interact naturally with your Prophet 21 system. It is as easy as just talking to or texting a colleague. This makes the breadth and depth of the industry-specific functionality and information available inside the system directly accessible to a larger audience—boosting productivity and efficiency and giving your company an improved return on ERP investment. But that's just one aspect of EVA. More than just a chat, EVA returns richly formatted information with multiple button choices for suggested next actions.

Behind the scenes, EVA is more than an assistant. EVA is an intelligent agent with situational awareness to detect exceptional trends and proactively advise decision makers—delivering targeted information and guided actions based on a combination of operational events, market statistics, and historical data.



# If you want to sustain growth, you need to secure your accounts.

Nothing is more important than taking care of the customer, and Epicor Prophet 21 software gives you a better picture of what your customers think, want, and need. You'll have insight into how their businesses work, and you'll know which customers work best with your business.

This helps make them more productive and helps you be more profitable.

The Epicor Prophet 21 system helps you maintain your most valuable customer relationships by keeping you connected and ensuring that you're able to anticipate—not merely meet—their needs.

## Protect your customer connections with Epicor analytic tools

- Track customer behaviors and use that information to fine-tune your business processes
- Enhance your decision-making capabilities with built-in dashboards and easy-to-follow metrics
- Use customer purchase histories to develop optimal prices for each account and every product
- Assess the profitability of each accountX
- Examine overhead and other business costs to determine where profits really come from

## Maintain relationships and minimize loss with Epicor CRM

- Build loyalty programs and discount plans that keep customers—rather than incurring the high cost of searching for new customersX
- Stay on top of customer data, and stay connected with each account
- Improve service quality and monitor customer satisfaction—detecting concerns before they become problems
- Build lead-gen call lists, and effectively manage calling programs
- Track customer buying habits to know what they need and when they need it



**Know what your customers need before they need it.**





# Overview of Epicor Prophet 21 in the Cloud

**A comprehensive enterprise solution that simplifies IT to drive growth**

Connect from anywhere, reduce your IT burden, and leverage industry best practices with Epicor® Prophet 21® software on the Microsoft® Azure cloud platform. Go with the standard model or choose among options to defer upgrades or add environments.

## Business Intelligence and Analytics

Get greater visibility into your enterprise and make better decisions with advanced analytics tools

## Wireless Warehouse Management

Manage warehouse activities—including receiving, put-away, picking, inventory adjustments, cycle counts, and more.

## Financial Management

Streamline financial operations in the cloud and gain powerful insights into your business performance.

## Service and Maintenance

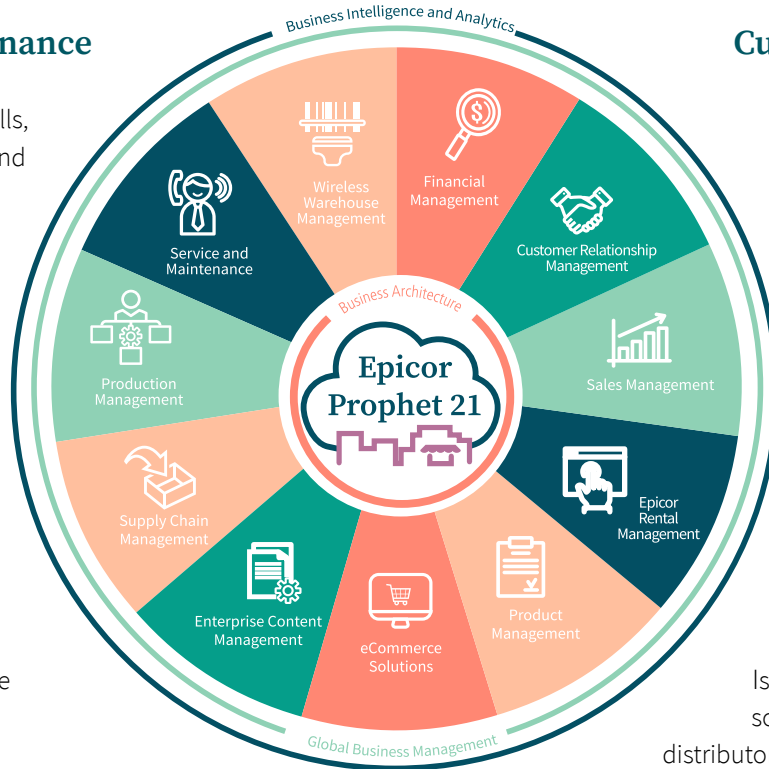
Manage service quotes and orders, customer support calls, preventative maintenance, and warranties.

## Customer Relationship Management

Manage prospects, customers, and contacts—from opportunity, to quote, to order—anywhere, anytime, and on any device.

## Production Management

Simplify processes, reduce waste, and improve profitability—regardless of product complexity.



## Sales Management

Streamline your quote-to-cash cycle, improve margins, and fulfill orders—flawlessly.

## Supply Chain Management

Manage your supply chain more efficiently and optimize inventory—from forecasting to fulfillment.

## Epicor Rental Management (ERM)

Is a cloud-based rental software solution that enables wholesale distributors of all sizes to efficiently offer product rentals without needing standalone, disconnected software.

## Enterprise Content Management

Capture, store, manage, and retrieve your documents and content—anytime, on any device.

## Product Management

Manage thousands of SKUs, stock and non-stock items, simple and complex bill of materials, detailed specifications and images, and integrate vendor catalogs.

## eCommerce Solutions

Offer customers a modern digital shopping experience with eCommerce solutions.

# You're capable of almost anything

## Epicor Prophet 21 Software Capabilities

### eCommerce and Cloud

- Epicor Commerce Connect (ECC)
- Cloud and on-premises deployment

### Mobility Tools

- Prophet 21 Mobile Sales
- DynaChange® Mobile Portals
- Mobile Proof of Delivery
- Handheld Bin Management
- Prophet 21 Web Application

### Value-Added Services

- Production Order/Manufacturing
- Service and Maintenance
- Secondary Processing
- Vendor-Managed Inventory
- Assembly and kitting
- Rentals Management

### Customer Relationship Management (CRM)

- Contact Management
- Lead and Opportunity Management
- Marketing Management
- Prophet 21 Mobile Sales

### Warehouse Management

- Shipping and receiving
- License plating/tagging
- Multiple pick methods
- Cross-docking
- Handheld wireless terminals
- Flexible device options

### Extensibility and Flexibility

- DynaChange Screen Designer
- DynaChange Rules
- DynaChange Portal Designer
- Open Database
- Prophet 21 API

### Sales and Order Management

- Prophet 21 mobile sales
- eCommerce
- Quote Management
- Powerful pricing matrix
- Advanced EDI
- Front counter sales
- Value-Added Services—kitting and manufacturing capabilities
- Automatic allocation
- Rebate tracking
- Commissions management
- Strategic pricing
- AutoOrder

### Inventory Optimization

- Advanced demand forecasting
- VMI
- Distribution requirements planning
- Branch transfer management
- Physical and cycle counting
- Return goods management
- Dynamic bin management

### Purchase Management

- Vendor RFQ management
- Direct ship and special purchases
- Landed cost tracking
- Vessel and container tracking
- Freight cost allocation

- Vendor rebate tracking
- Advanced Demand Forecasting
- Distribution requirements planning
- Gross margin return on investment (GMROI)
- Return goods management
- Advanced EDI

### Financial Management

- General Ledger
- Dimensional Accounting
- Accounts Payable
- Vendor Invoice Automation
- Accounts Receivable
- Cash Collections
- Tax Connect
- Vendor Rebates
- Multicurrency capabilities
- Multicompany capabilities
- ACH check processing
- Strategic Pricing
- Automated collections

### Reporting and Analytics

- Epicor Data Analytics (EDA)
- EDA Financials
- Report Studio
- Customer buying trend analysis
- Strategic pricing
- Sales Master Inquiry
- Customer Profitability Analyzer
- XL Connect
- Executive metrics
- 200+ standard reports
- Import/export data
- Scheduled tasks
- Open SQL Database



**The best practices in distribution built into your decisions**  
**That's growth with Epicor Prophet 21 software**

## 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](mailto:info@epicor.com) | [www.epicor.com](http://www.epicor.com)

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