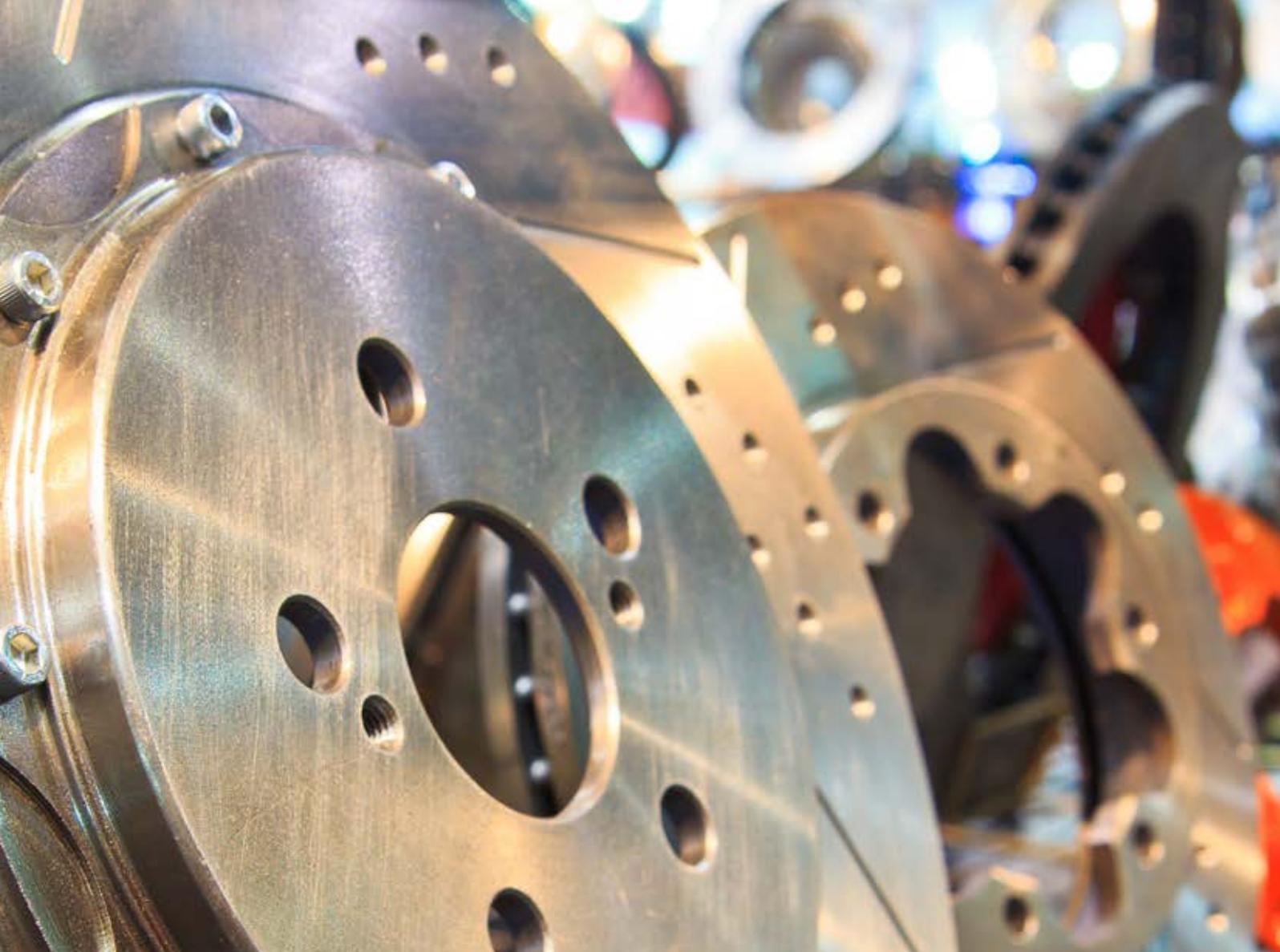


Epicor® Vision

Enterprise Solution
for Automotive
Aftermarket
Distributors

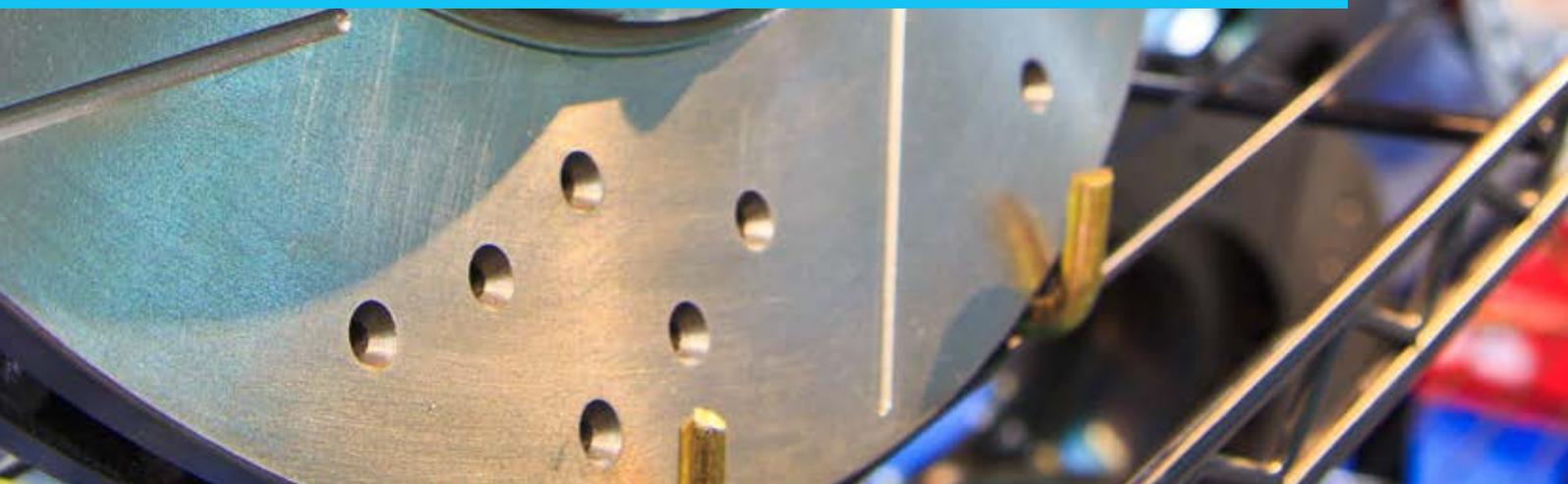


EPICOR.



"Each of our locations requires a unique product mix for its customer base. Our Vision system makes it easy for us to manage different inventories across multiple locations and quickly move merchandise between them, so we always have the right parts at each site."

—Ryan Samuels, Purchasing Manager, Samuels, Inc., Vauxhall, New Jersey



Introducing Epicor Vision

Connect every part of your enterprise

- ▶ **Do you manage your customers as well as you manage your inventory?**
- ▶ **Are you getting the highest gross margin with the best pricing strategies?**
- ▶ **Do you know which parts are in highest demand in your region?**
- ▶ **Can you track differences in customer vehicle mix across your stores?**

In today's competitive aftermarket, personnel throughout your company need the ability to quickly obtain information to support their responsibilities. If departments and locations are cut off from each other and staff members lack easy access to critical information, it's nearly impossible to deliver superior service to your customers and maximize your profits.



Bring it All Together and See Great Improvements

The Vision aftermarket enterprise system enables you to bring every aspect of your business together to optimize processes across the enterprise. Everyone at your organization is empowered with concise, timely information to support decisions and eliminate guesswork and errors.

Vision software provides mixed-enterprise automotive distributors with an intuitive and easy-to-learn enterprise management system. Its flexible setup options, role-based feature access, and rich visual presentation let you tailor the system to the way you do business, so you can address the unique goals and challenges at each level of your enterprise.

You can use it to link your distribution centers, company-owned parts stores, independent jobbers, program buying groups, and service shop operations. The solution enables the integration of all your critical business processes, making it easy for you to access any facet of your enterprise from a single screen. That means your staff can log in to any Microsoft® Windows®-based PC in your company to access inventory at all your locations, quickly fill customer orders, and place special orders.

"Since acquiring our Vision system, we've seen great improvements in our inventory accuracy. We can track parts in real time, see when parts are received, and see when they're sold. Now when our countermen look up parts, they can be confident the parts are actually there."

—Phillip Murphy, Purchasing Manager, Colonial Auto Parts, St. John's, Newfoundland





The Vision solution enables tighter monitoring and control of inventory with unique modeling based on line, category, sub-category, velocity, and special codes. This gives buyers the tools to generate effective stocking levels and significantly reduce the time spent reviewing purchase orders line by line.

Industry leaders are using the Vision system to dramatically reduce costs. The system's RF receiving functions provide real-time inventory updates, reducing the time to shelve parts and fill orders. Its Zone Verification process efficiently structures the sequence of parts to be pulled based on warehouse zones or locations across multiple orders.

The system identifies parts that are trending up or down and recommends parts to stock, reduce, or avoid. The parts screen reveals granular parts data that helps users control inventory. The Vendor Returns tool allows a buyer to easily review inventory and identify parts to clean out of the warehouse for timely and consistent Vendor Return Allowances. The result is a leaner inventory.

The solution also provides flexible pricing tools to help you manage your pricing at all enterprise levels. You can create multiple price plans, set contract and promotional pricing, manage customer discounts, trigger low-margin sales alerts, and analyze comparative customer sales reports. Users are leveraging these pricing models to increase their gross margin percentages.

The Epicor Vision system features an innovative, highly flexible and scalable Unidata multi-value relational database. The system's user-friendly interface is built on a powerful foundation with the relational database and reporting tools. Its open environment lets you add functionality as required through modular add-ons.



Epicor Vision Customer Relationship Management

As a company decision-maker, you know who your top customers are. But do your counter people have that information at their fingertips? Can they quickly determine that the customer waiting is more important than the one they're speaking with on the phone?

Everyone in your organization needs access to customer relationship management (CRM) tools that empower them with timely information. The Vision system's powerful CRM tools supply your staff with customer profiles that deliver pertinent information to help them manage each customer and provide an excellent experience.

Can your staff easily identify growth potential for your customers? Perhaps you have a customer who spends \$2,000 a month with you, but also spends \$8,000 on outside purchases. Why are you his second call instead of his first?

"Anybody can sell good parts. Our Epicor Vision CRM system enables us to make every customer feel like they are the most important person we've talked to that day and that their satisfaction is vital to our success."

—President, Auto Parts Distributor,
Boston, Massachusetts

Statements based on testimonies from actual users

"Our Vision CRM system makes it easy for us to identify and reward our most valuable customers."

"Now my managers and sales personnel can see changes in customer ordering patterns in time to prevent loss."

"We're seeing a noticeable increase in customer satisfaction and sales because our Vision CRM system guides us through interactive reports."

This CRM system is tightly integrated into point of sale (POS) processes so it assimilates with day-to-day functionality at the front lines of your business. When a customer calls or walks in, personnel can immediately see specific sales trends for that account as well as how the customer compares to others doing business at that location or across the entire company.

With relevant customer information at their fingertips, your counter people will be better equipped to identify potential for additional sales and pursue that business.

The lifetime value of your customers is the fundamental asset of your business. The Vision CRM system helps you strengthen your relationships with your customers by tracking transactions and suggesting customer-specific follow-up activities.

A Vision CRM system screen emphasizes critical details by displaying them in red which helps:

- ▶ Improve customer service speed and efficiency
- ▶ Create and launch sales-driven events to improve sales
- ▶ Transform a customer's negative experience into a positive one
- ▶ Protect your business by addressing delinquent accounts
- ▶ Tailor best-practice service initiatives to fit your enterprise



Epicor Vision is Integrated with the Industry's Most Advanced Catalog

Finding the right part is at the root of your automotive aftermarket business. That's why it's so important to have an auto parts catalog that is powerful yet easy to use.

The LaserCat® 3 catalog is the industry's most advanced catalog solution containing the aftermarket's most extensive parts replacement data. It delivers comprehensive graphics-based parts information and flexible search capabilities to take the fundamental task of finding the right part far beyond what was possible with rudimentary text-based or paper catalogs. And, the MCL by description sort feature and PartExpert® editor enables the user to modify data that is displayed in specific lookups.

With its intuitive Windows-based user interface, the system helps counter professionals reduce the time needed to find and sell the right parts for millions of vehicle applications. The interface consolidates critical part and application information within a single screen and enables users to launch lookups with multiple inputs such as year/make/model, vehicle identification number (VIN) or part description.

The solution does more than display basic parts data. It also supplies detailed information to help ensure accuracy in finding the right part. Because it is graphics-based, it can help depict more information with fewer mouse clicks. Users look at symbols, icons, and pictures to navigate the system and confirm parts selection. Personnel can begin using it with very little training or support.

"The LaserCat 3 component of our Vision system is very user-friendly and easy to navigate. The information is very robust. LaserCat 3 catalog with its illustrations, labor information, and cross references has made my countermen far more efficient and far more productive."

—Ryan Samuels, Purchasing Manager, Samuels, Inc., Vauxhall, New Jersey



Statements based on testimonies from actual users

"Our LaserCat 3 catalog enables my employees to look up by VIN and get the complete information for that vehicle. Then the parts list comes up in the order I want them to sell first."

"The drop-down displays of multiple product categories streamlines multi-part sales and helps my countermen with cross-selling."

"Our countermen like the added information, such as OE part numbers, specifications, images, and access to the manufacturer Website. Because today's vehicles have multiple parts and options, we need this type of information."

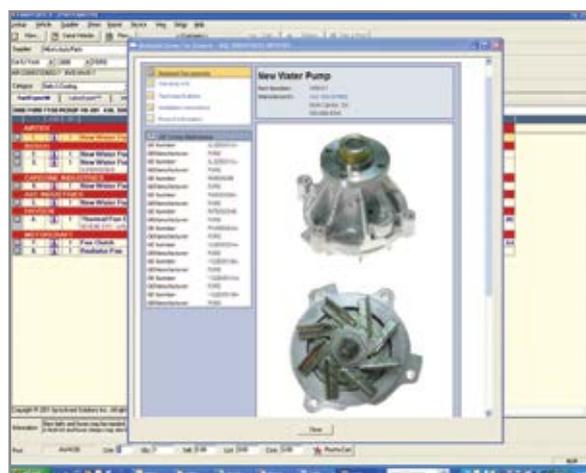
The system also supplies listings of other companies that make the same part for the same application, original manufacturer part listings, and direct access to the manufacturer's Website for more information about a part.

Integrated LaserCat 3 with an MCL by description sort feature and PartExpert Editor enables the user to modify data that is displayed in specific lookups.

Go Beyond Basic Parts Lookup

The LaserCat 3 catalog enables you to accelerate transaction speed and increase accuracy in parts selling. But it doesn't stop there. It also offers advanced features that aid in decision-making and enables better control of your business.

- ▶ Category Management streamlines inventory control by providing detailed information about parts demand for each store's local area.
- ▶ Access to leading databases can assist counter staff by providing information about service levels, labor pricing, installation, and more.
- ▶ Listings for non-application products and front-of-counter goods expand sales and help staff service customers better.
- ▶ Catalog Line Order tools enable business owners and managers to set preferences about the order in which parts and brands are displayed on screen.
- ▶ Buyer's Guide supports decision-making about stocking and selling parts.



Cover-to-Cover™ add-on module for LaserCat 3 catalog provides additional part information such as pictures and diagrams.



Leverage Live Market Intelligence With Epicor Vista®

Do you know which parts are in demand in the target regions of each of your locations so your inventory matches market conditions? Do you sometimes rely on hunches rather than verifiable facts to determine which parts to stock?

Let's face it, things were different when your business had just one or two locations. You could get away with hand-tooling your inventory because you saw virtually every part that crossed your counter. But intuition and hunches aren't enough to support intelligent decision-making across a fast-growing multi-site business.

If you want to run an efficient and competitive automotive aftermarket enterprise, you need access to information about the vehicles in the vicinity of each of your business locations and the repair behavior of those vehicles. That's where the Vista system comes in. Vista content is integrated into the Vision system and can be used with purchasing and with setting stocking levels. The solution enables a view beyond the horizon of your business so you can see day to day trends across the entire industry and receive targeted information about parts demand in the specific zip/postal code of each of your locations.

The Vista system tracks the actual replacement volumes of more than 13,000 vehicle configurations based on parts sold at the counter to professionals and do-it-yourself installers. It obtains its intelligence by pulling live data from Epicor LaserCat 3 catalogs. LaserCat 3 catalogs on the job all over North America report back to Epicor nightly with information about hundreds of thousands of actual daily transactions.

Because of parts proliferation and fierce competition in a consolidating market, it's more important than ever for distributors and jobbers to have the right part in the right store and the right time. Using Vista Inventory Modeling, distributors can swap out inventory for parts that have a higher probability of selling at each of their individual store locations."

—Director of Inventory Control, Distributor, Grand Rapids, Michigan





Create the Perfect Product Mix at Each Location

The Vista system also pulls data from Epicor partner Polk® vehicle registration repository to statistically index the data collected from LaserCat 3 catalogs. Using vehicle registration data combined with live catalog data, you can understand the current parts demand patterns for the vehicles registered in your zip/postal codes by year, make, model, and engine configurations.

With the Vista system, you don't need to be an expert in statistical analysis to create the perfect product mix in relation to the vehicles in your area. The solution not only has the data about which parts are needed in each trading area; its user-friendly interface lets you utilize that intelligence fluidly. It has the ability to build 45,000 inventory assortments based on the unique requirements of any zip/postal code in the United States.

Today, there are many brands to choose from within any category of parts. Using the Vista inventory modeling tool and LaserCat 3 catalog, you can leverage category management strategies to design the right assortment of products within each department in your business. Category management enables you to take any single brand in a category and properly focus it on the specific vehicles it is stocked for. So each brand in the category has a role relevant to the vehicles and customers in your area.

The Vista system comes with a product intelligence package of pre-packaged reports and a powerful ad hoc reporting capability that measures turns, inventory age and gross profits. A wide variety of reporting options gives you detailed statistics and graphic views to support decision-making. Web-based reporting enables you to evaluate data and conduct research from any Internet-enabled computer. Custom report views can be saved and shared for further analysis.

See the Big Picture

The reality of parts proliferation in our industry has created a situation where no single business in the aftermarket can possibly accumulate enough data to know which parts to stock in each store. But because the Vista system combines industry information captured daily by LaserCat 3 catalog with Polk® vehicle registration data, you now have the ability to track trends, fill gaps in sales history, and pinpoint demand.

It all starts with having accurate information. Because you can't manage what you can't measure.



"Thanks to our Vision system, we're shipping more product with six fewer warehouse employees. Real-time inventory updates have reduced the time to fill orders. We have a cleaner inventory and leaner inventory. The system has made the difference between correcting inventory and controlling it."

—Jerry Crump, Automotive Supply Associates, Concord, New Hampshire

Epicor Compass™ Competitive Advantage Through Business Intelligence

Does your IT environment deliver business intelligence that improves the effectiveness of your business and increases profits? Can your managers drill into the sales details of a product line to get information that supports strategic pricing changes?

It's not enough to simply have an abundance of data. A clear understanding of your critical business processes is the key to making good decisions. To help ensure that your decisions improve the efficiency of your company, you need easy access to detailed analytics you can act on.

Epicor Compass software is a user-friendly business intelligence tool that enables greater visibility into your enterprise. It enables data collected by the Vision system to help you shape your business strategy. The Compass solution is simple to set up and easy to use. It enables clear and concise reports via an intuitive graphical user interface. Many enterprise systems provide basic canned reports about customer traffic, sales performance, and other business metrics. The Compass system takes analytics far beyond the standard reports of conventional report generators. It empowers business users to easily perform both scheduled and ad hoc analysis at a level of detail and sophistication never before possible. The results are delivered in the way you want (email, graphical report, spreadsheet, fax, etc.).

The power comes from enabling users to decide what information will be included in analysis and how it will be compared, presented, and distributed. There's no more waiting for month-end reports. Users can generate real-time reports on demand and drill down into the results to scrutinize details. The payoff is a more responsive enterprise supported by the ability to quickly grasp what's working and what's not, where opportunities for improvement exist, what needs attention, who is doing well, and who is not.

"With Compass software, we now have visibility into our business that was previously unavailable. Using the graphic dashboard, we can quickly see the performance of a store, a product line, or an employee. This is beneficial to our ongoing business analysis."

—James S. Whitt, Director of Supply Chain, Auto Supply Company Inc.,
Winston-Salem, North Carolina

Statements based on testimonies from actual users

"We have greater visibility into our operations, thanks to our Compass system. We can see who our top customers are, compare sales performance, review traffic by department, and calculate profitability."

"We can display information the way we want it and design dashboards for the unique needs of our employees. They're more productive now because they have better information."

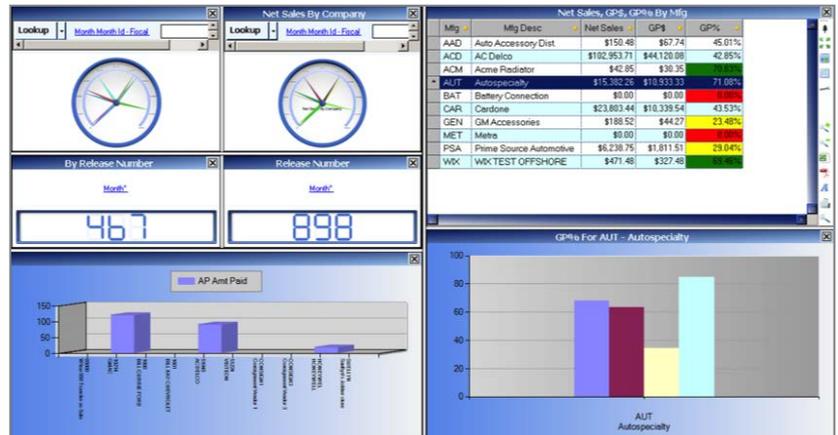
"The Compass software gives us the ability to pull any data out of our Vision system and analyze it so we know exactly where we stand on every part of our business."

Knowledge is Power

The Compass system has a user-friendly graphical interface. But the system is much more than a dashboard of dials, graphs and reports. It is the ultimate power tool for peering into the specifics of your business so you can make timely and informed decisions that will drive up your bottom-line and improve your competitiveness.

The solution delivers stable, reliable performance with a Linux operating system, MySQL relational database, XML and Microsoft .NET®. These components leverage business data and customer data on your Vision system and deliver it through intuitive user reports and dashboards.

The insight you'll gain from the Compass system can help you make intelligent decisions whether you run an extensive multi-location enterprise or a single location.



The Compass system enables greater visibility into your enterprise.

Perfect Your Warehouse Operations With JMO indago wms for Epicor Vision

Does inventory that enters your warehouse get confirmed in real-time? How long does it take received inventory to be available for order fulfillment and shipping?

If your automotive aftermarket business is like most, one of the critical elements for remaining competitive is meeting strict efficiency benchmarks such as the amount of time it takes personnel to get parts from the receiving dock to the warehouse shelves.

Large national chains have huge operating budgets that permit them to keep large quantities of safety stock on the shelves. But most independent operations don't have that luxury. Indago software for the Vision system enables you to get merchandise to the shelves quickly and efficiently so you can make the most of industry best practices like a lean-warehouse operating model.

Indago software from Epicor partner JMO Systems is designed to integrate seamlessly with your Vision system. The application is easy to understand, featuring on-screen direction to guide users through the system.

"With our indago system, the amount of time we spend receiving large orders has dropped from four or five days down to approximately 24 hours. The enhanced productivity we're seeing from the system based on the available manpower translates to a cost savings of \$200,000 annually."

—Operations Manager, Leading Auto Products and Service Supplier



Indago software can easily be fine-tuned to the way you do business. For example, outgoing orders can be color-coded, based on priority. As the shipping deadline nears, the system changes the display color from green to yellow and then to red. That's merely one example of the way leading businesses use Indago to meet efficiency benchmarks—and more importantly, satisfy their customers.

In the receiving department, Indago software offers a feature called Dock-to-Stock that tracks the time it takes stock to go from trucks at the receiving dock to warehouse shelves and be accounted for as received inventory.

The system enables real-time communication between workers and enterprise operational data. Warehouse personnel can use mobile computers with 802.11 wireless technologies to scan bar codes on received stock. Scanned bar codes automatically update the Indago database, and data is seamlessly conveyed to your Vision system.

Statements based on testimonies from actual users

"The indago software helps us cut costs by eliminating errors. Our warehouse is much more efficient now because the system validates and confirms all inventory that enters our operation in real-time."

"Expediting orders accurately and on time is key to our success. Indago software facilitates rapid turnaround since received inventory is immediately available to allocate to an order."

"Our indago system enables our warehouse staff to be much more effective. We're cutting overhead by decreasing inventory while exceeding our customers' expectations."

Streamline Your Delivery Process End-To-End With Epicor Dispatch and Delivery Management System

Do you pay and manage your drivers based on performance?

If you run an automotive supply and delivery service, the most critical elements for your success are having the correct parts in your inventory and getting them to your customers on time. Yet many aftermarket businesses still struggle to keep delivery trucks and drivers organized using handwritten notes and eraser boards.

Epicor Dispatch and Delivery Management System™ (DDMS) is designed to eliminate manual processes that require constant human attention to remain updated and accurate. The user-friendly DDMS integrates with your Vision system to display real-time order status that assists the dispatcher with daily deliveries and helps to ensure on-time deliveries.



DDMS uses bar code scanning technology to automate processes from end-to-end. When an order is scanned, DDMS moves the order status sequentially through the dispatch and delivery process. Any member of your staff can log in to the system to check the status of any order at any time. That means no more scrambling to follow a paper trail. When a customer phones to ask about the status of an order delivery, your countermen are just a few clicks from the information they need.

Epicor GPS Tracker™ add-on module can be added to DDMS software to provide a live map of your service area for the company dispatcher and others on your system. GPS Tracker integrates with DDMS software, combining global positioning system (GPS), mobile phone, and Internet technologies to automate delivery status. Active points on the map represent the precise locations of all the trucks in your fleet, updated constantly.

Epicor is Committed to Your Long-term Success

Comprehensive training and services

Epicor training tools and support services can help you get the most from your Vision technology. Epicor is pleased to offer:

- ▶ Job aids
- ▶ Phased education plans
- ▶ Data conversion services
- ▶ Implementation and consultation services
- ▶ Installation and hardware support
- ▶ Full suite of security products



Statements based on testimonies from actual users

"The DDMS software facilitates on-time delivery by enabling us to monitor our vehicles and drivers. With the GPS Tracker add-on, we have eliminated unauthorized stops and can even monitor vehicle speed."

"Our customers are happier because we're getting deliveries to them more quickly than ever, with fewer mistakes. We can also prioritize rush orders to maximize loyalty."

"Anyone on our staff can quickly access information about order status. If a customer phones to ask where their order is, we can give them a precise answer such as: Our delivery truck is now ten blocks from your shop and should be there in a few minutes."

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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