

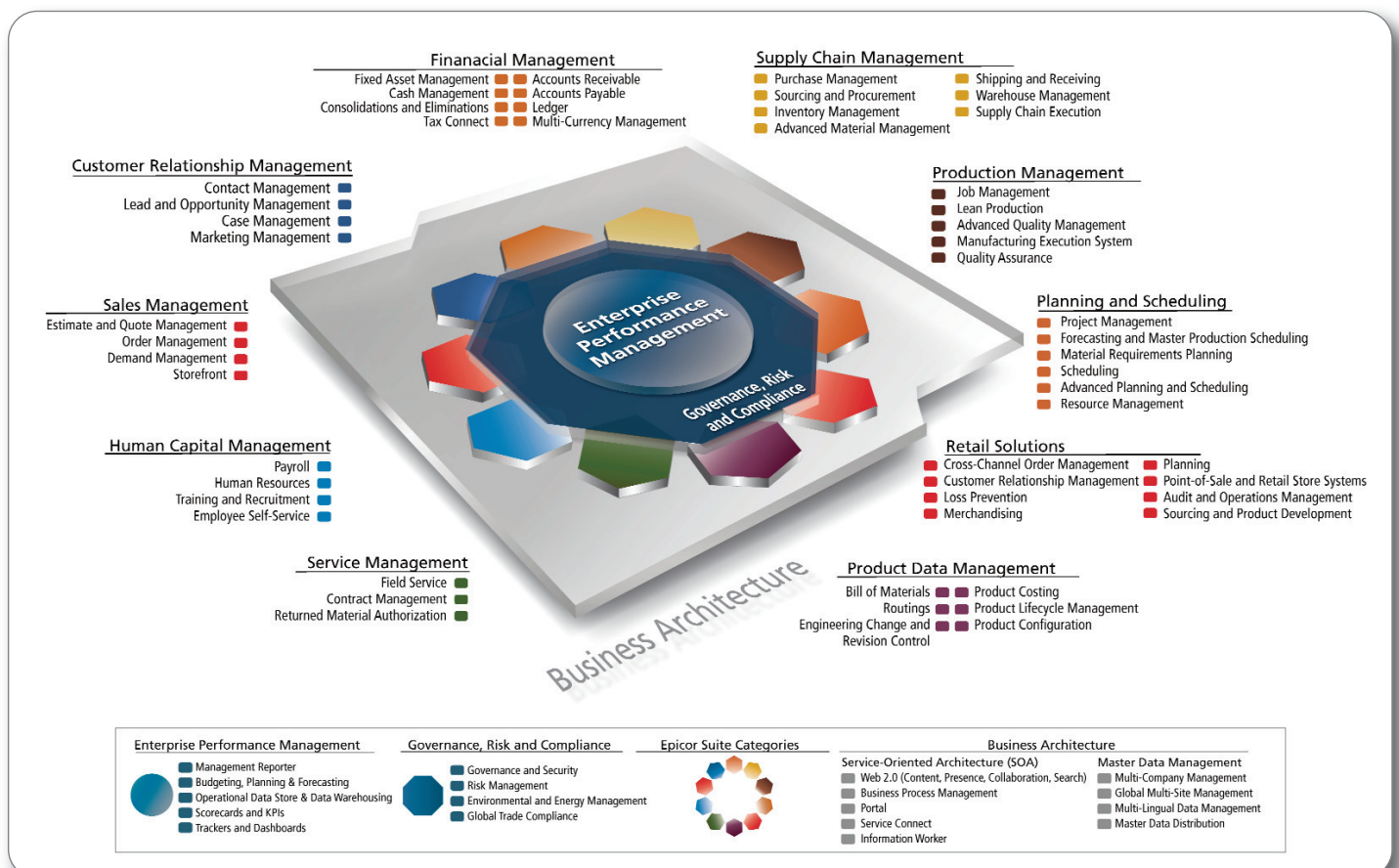
Epicor Capabilities Profile

- Comprehensive enterprise software portfolio
- Agile service-oriented architecture (SOA)
- Advanced industry-specific functionality
- Rapid and cost effective implementations
- Single source for end-to-end business solutions

Epicor Software Corporation is a recognized leader and provider of comprehensive global business solutions for midmarket companies and divisions of the Global 1000. Epicor serves over 20,000 customers in over 140 countries with software that supports over 30 languages. With more than 25 years of operating history and innovation, Epicor delivers comprehensive enterprise solutions with a sophistication and maturity that competes with tier-one vendors, but at a fraction of the cost.

Comprehensive Product Portfolio

Epicor is dedicated to providing end-to-end enterprise resource planning (ERP), customer relationship management (CRM), supply chain management (SCM) and retail software solutions to companies around the world.



Industry-Specific Solutions

Epicor focuses on four major industry sectors and within that a number of key industries and related verticals. Our solutions reflect the needs of businesses in these markets both at the functional level and in related service offerings.



Available Applications and Modules

Epicor provides a wide range of industry leading applications, additional modules, and point solutions, including:

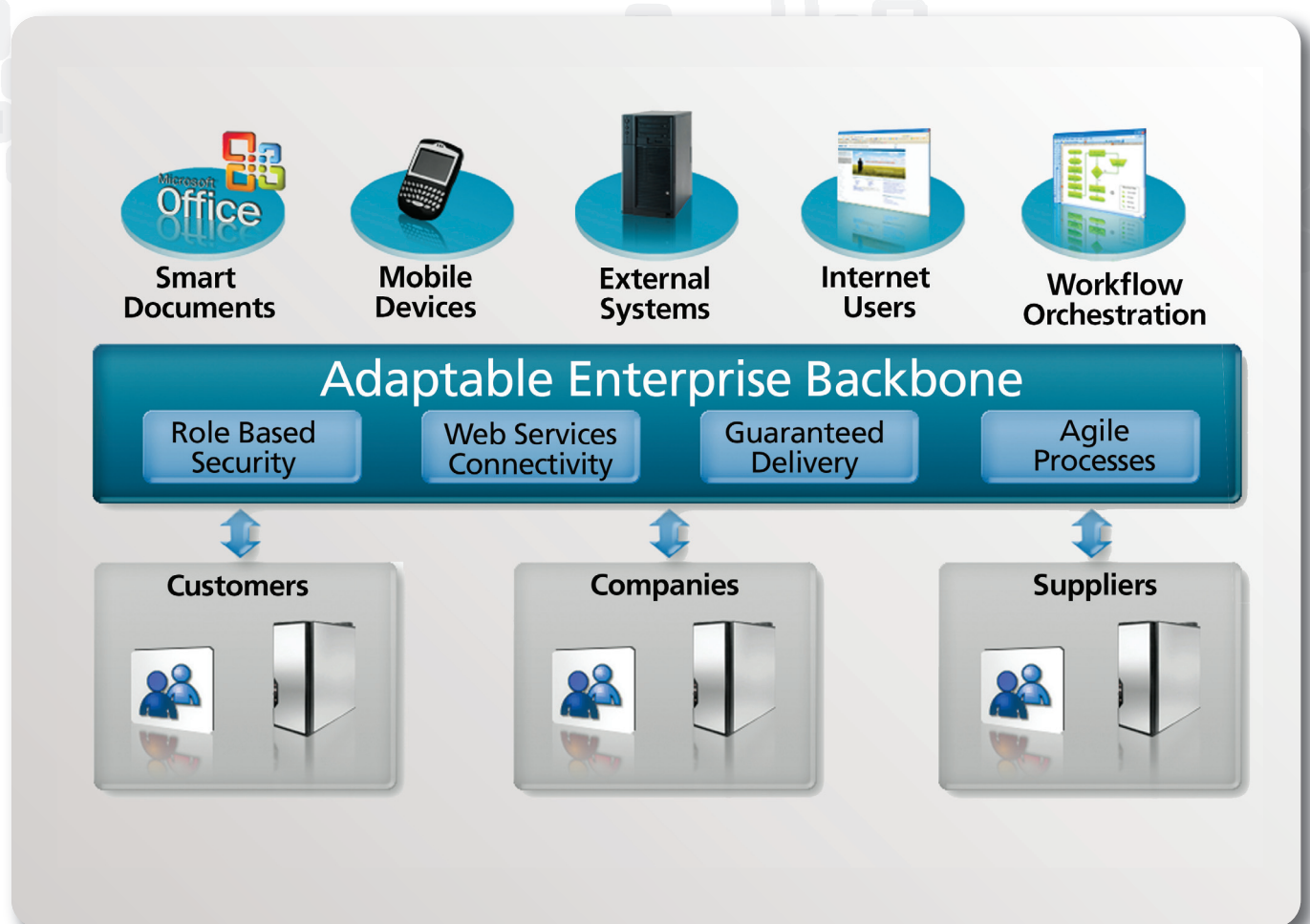
- Strategic Sourcing and Procurement
- Professional Services Automation (PSA)
- Advanced Quality Management (AQM)
- Product Lifecycle Management (PLM)
- IT Service Management (ITSM)
- Enterprise Content and Document Management
- Budgeting, Planning and Forecasting
- Operational Data Stores and Data Warehousing
- Balanced Scorecards and KPIs
- Email Marketing and Advanced Surveys
- Campaign and Loyalty Management
- B2B and B2C Storefronts
- In-Application Simulated Custom Education and Training Management (Epicor Knowledge Mentor)
- Human Resource Management System (HRMS)
- On-demand Tax Services (Epicor Tax Connect)
- On-demand Email Marketing (Epicor Campaign Connect)
- Real-time, Event Driven Connectivity between Distributed Applications, Operations, and Enterprises (Epicor Service Connect)
- Collaborative Web Content (Epicor Portal)
- Business Driven OLAP (Epicor Cube Connect)
- Microsoft® Office® Integration (Epicor Information Worker)
- Manufacturing Execution System (MES) and Handheld
- EDI, Manifest and Freight Tracking, Logistics and Vehicle Routing
- Retail Point-of-Sale (POS)
- Card Payment Switching and Credit Settlement
- Bar Coding and Label Printing
- IBM®, Digipos®, Intermec®, HP® and Motorola® Hardware
- Software Development Kits (SDK)
- Microsoft® and Progress® Products and Technologies

History of Innovation and Leadership

A technology innovator, Epicor was one of the first software companies to develop its solutions optimized for the midmarket. Epicor continues this commitment with leading-edge solutions that offer agile business architecture based on the Microsoft® .NET™ Framework. This strategy has enabled Epicor to continually adapt to the latest technologies available while allowing customers to protect and exploit their investment. Utilizing true service-oriented architecture (SOA), Epicor helps businesses rapidly respond to change, shape their growth and maintain competitive advantage.

True Service-Oriented Architecture

Epicor next generation business architecture enables companies to immediately drive efficiency throughout their operations and build competitive advantage. Unlike older technologies, Epicor 100% SOA is built to support changing and growing businesses and satisfies the need for continuous business performance. Epicor SOA helps leading businesses to connect, collaborate and compete.



Global Value-Added Service Offerings

With the scalability and flexibility to support long-term growth, Epicor solutions are complemented by a full range of global services, providing a single point of accountability to promote a rapid return on investment and low total cost of ownership.

Professional Services

(Epicor Signature Methodology)

- Implementation and Remote Support
- Accelerated and Industry Template Installation
- Business Process Reengineering (BPR)
- Business Consulting
- Migration and Upgrade Planning
- Custom Training and Consulting
- Epicor Knowledge Mentor Content Creation

Custom Services

- Custom Programming
- Customization Maintenance
- Packaged Customizations
- System Audit, Architecture Review and Health Check

Education and Documentation Services

- Scheduled Classroom Education
- Course Recordings and Web Presentations
- Online Classes and Self-Paced Courses (Epicor Learning Management System)
- Premier Education Packages
- Best Practice User Guides

Shared Services

- Hosting Services
- Managed Services
- Business Process Outsourcing (BPO) Services

Support Services

- Global Multichannel Support (24 x 7 x 365)
- Premier Support Packages
- Maintenance (new releases and service releases)

For more information call (800) 449-6772 or (952) 417-5207
Visit us on the Web at <http://epicor.com>.

EPICOR®

Worldwide Headquarters
18200 Von Karman Avenue
Suite 1000
Irvine, California 92612
United States

Inquiries

Toll Free: 800-997-7528 (US/Canada)
Phone: 952-417-5207 (International)
E-mail: info@epicor.com
www.epicor.com

Europe, Middle East and Africa Headquarters
Epicor Software (UK) Ltd.
No 1. The Arena , Downshire Way
Bracknell, Berkshire RG12 1PU
United Kingdom

Inquiries:

Phone: +44-0-1344-468-468
Fax: +44-0-1344-468-010

Epicor Asia Headquarters
Epicor Software (SEA) Pte.Ltd.
238A Thomson Road #23-06
Novena Square Office Tower A
Singapore 307684

Inquiries:

Phone: +65-6333-8121
Fax: +65-6333-8131

Epicor ANZ Headquarters
Epicor Software (AUST) Pty.Ltd.
32nd Level, Northpoint
100 Miller Street
North Sydney, 2060. NSW
Australia

Inquiries:

Phone: +61-2-9927-6200
Fax: +61-2-9956-8976