Feature Sets of ECC

Each business addresses unique challenges, requirements, and partnerships. To best handle every company’s situation, ECC provides a variety of options to meet these complications head on.

We work with businesses to evaluate their situations and enable them to make the best decisions on which out of the box options and advanced customizations are right for them.

ECC comes in one of three default packages. Express, Base and Advanced.

Topics

* ECC Express
* ECC Base
* ECC Advanced
* ECC Resources and Pricing
* ECC and the Cloud

ECC Express

ECC Express is a quick to implement and affordable B2B online customer portal with all the essential elements that allow businesses to immediately improve productivity, provide quality online experiences, and stay connected with their customers and suppliers.

ECC Express’s package focuses on getting a business’s ecommerce site up and running fast… in a little as 5 days or less as an out of the box offering implemented by Epicor’s Professional Service team.

This feature set limits itself with no customizations or extensibility options. This way we can have a predictable pricing and go-live timeline. It quickly establishes a streamlined system that can be upgraded later.

This assumes the company is already running one of Epicor’s ERP systems that align with the minimum version requirements seen here.

A company can adopt Express right away and upgrade to a more comprehensive feature set down the road. The specifics depend on their ERP platform.

During setup, and if they wish, for the life of their ecommerce site, we provide a mycompany.epicorcommerse.com DNS for companies. When going live, they can choose to keep this or move to their own DNS.

The Express package serves the B2B market and includes the following features:

Customer Self service

A business using ECC enables their customers through a self-service portal. They can access information on their orders, quotes, invoices, purchase history, account information and shipments. They even have access to account management, letting them create and retire users.

Sales Reps

Sales Teams can log in to access and manage multiple customer accounts. They can create quotes and orders for their customers from any web browser, even if they don’t have remote access to their ERP system.

Quotations and Quote to Order

ECC enables businesses to create and accept quotes and orders online through their website that link directly to their Epicor ERP Solution.

Elastic Search

Elastic Search is a highly sophisticated search engine.

(E10 only) Supplier Connect

In ECC users of E10 gain access to their supplier connect - a self-service portal for suppliers.

Take note about some of the features excluded from ECC Express. If a company requires any of these, they must consider one of the other feature sets.

* Product Catalog
* Payment Gateway
* eCommerce Sales and Shopping cart functionality
* Third party plug-ins and customizations
* Test environment
* Proactive upgrade and maintenance
* Image upload, locations, returns, reorder, discounting, and lists
* (E10) Configurable products via EWA and EWC

ECC Express provides a fixed theme. During implementation, they upload their own logo to replace the placeholder here. If a company requires a customization beyond the logo, then they’ll need to consider one of the higher ECC offerings.

Here’s a bit for anyone associated with the Sales of ECC Express.

For marketing collateral, you can utilize the new ECC Base product material.

 Two new Apttus codes exist for ECC Express.

The first is for a SaaS model, and the other is for a fixed price implementation. A subscription model is not available for ECC Express.

Select the right arrow icon.

ECC Base

ECC Base is a complete package of B2B and B2C ecommerce functionality with a standardized set of site themes, features, and implementation hours for a faster time to market and a favorable return on ecommerce investment.

Base does not contain customization or extensibility options. Like Express this gives it the advantage of predictable pricing and go-live planning.

ECC Base contains complete functionality for eCommerce making it applicable for B2B AND B2C models. This is thanks to the inclusion of an ecommerce shopping cart, and product catalog features that tie directly to an Epicor ERP solution.

Looking at the comparison chart, notice that other useful features include: Layered Navigation, AR Payments, and User Defined Attribute Data. Refer to this chart for a comparison of specifics between feature sets.

In addition to the basic Luma Theme that comes with Express, Companies can also choose a Dual Color Theme to match their site with brand colors. It contains these additional features:

* Choose Color Scheme
* Featured and Bestseller section
* Add Their Own Header and Footer
* Multiple Category Hierarchy Support
* Customized Menu Items
* Add Social Media
* Add Banner

If you’re unsure a company should consider Base or Advanced, ask the following questions, if the answer is yes to any of them, they should consider the Advanced Feature Set.

Will they need any Magento Extensions? Including the Magento Language package?

What about third-party extensions for shipping or payment methods? Think of Amasty Ship or Cybersource.

Do they want the Mega Menu: with Customized Menu Covering CMS, Images, Category Pages, and External URLS?

Will they need to define custom messages and data for handshakes between ERP and ECC?

Select the Right Arrow Icon to continue.

ECC Advanced

ECC Advanced is a highly customizable offering with a full feature set that allows your business to express your brand online and maximize your omni-channel eCommerce presence.

Advanced Stands apart from the other feature set by enabling the use of self-customization, and providing support for extensions, 3rd party modules, and additional payment options.

Companies express their brand with the custom themes and features.

Advanced is the only feature set that allows for both SaaS and subscription models of deployment.

These features set Advanced apart from the other deployments. Select a button to hear more.

Install Magento Extensions

Advanced allows businesses to install and take advantage of any Magento Extensions, including the Magento Language Package.

Mega Menu

The Mega Menu is a smooth, one-click menu navigation throughout the website covering CMS and Category pages along with external URLS.

Non-Standard Ship and Payment Methods

Companies can use Magento and Third-Party extensions for additional ship and payment methods. A couple examples include Amasty Ship for shipping or Cybersource for payment methods.

Custom Data

ECC can upload data from these ERP UD columns and tables into the ECC database. This is the case where ECC does not understand how to store and manipulate the data in ECC / Magento hence custom to manipulate the data.

User Defined Messages (E10 Only)

ECC and E10 have been extended to support UD messages. This extension allows the ECC to E10 communication channel to be used for new custom messages.

Resources and Pricing

ECC Pricing Models include a layered approach for ecommerce revenue within the three well defined product offerings (Express, Base, and Advanced).

This enables us to put forward a competitive offering in larger enterprise deals.

For Express, pricing is simplified with a fixed implementation fee and a flat monthly charge for the standard SaaS agreement.

The Epicor Professional Services team handles the implementation for Express and base, with a set number of PS hour included. For ECC Advanced implementations, we work with 3rd party implementation partners like Silk Software.

Select a button beneath the video to see a pricing summary for each product. Prophet 21, Eclipse and BisTrack(UK) share a pricing structure.

Note that B2B transaction-based pricing is only applicable for E10 deals with Supplier Portal or Dealer Portal.

Take a moment to examine some pricing examples. Select a button to see some ways the numbers could fall. Select the right arrow icon when you’re done reviewing examples.

This Company who wants returns, AR Payments, ecommerce and Sales Reps.

* The customer’s annual ecommerce revenue is $12M
* Their customers will access 1000 documents (orders, invoices, shipments) per month via ECC
* The customer wants 24x7 ECC support

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Use this spreadsheet when looking for the SKU’s associated with the various feature sets.

In case you need to get ahold of them, here are some key contacts for ECC.

* Rahul Agarwal, ECC Product Manager
* Joel De Guzman, ECC Product Marketing Manager
* Ron Smith, Professional Services (Americas)
* Gavin Colton, Professional Services (International)
* Michael Payne, Silk Software (for ECC Advanced Deals)

ECC and the Cloud

Epicor Commerce Connect has moved to the cloud and in this topic, I’ll walk you through some of the benefits for businesses who make that move too.

Updates. Patches. Maintenance. How much time and money are companies spending making sure their eCommerce software is performing as promised?

 Now they can have the convenience of the latest technology delivered and managed for them, so they can focus growing their online revenue. Cloud-based Epicor Commerce Connect (ECC) raises their level of performance.

Here are some of the benefits of making the move to the Cloud. Select a button to hear more!

Keep up with innovations

As its popularity grows eCommerce is changing almost as fast as the software that powers it. What’s new today may be obsolete tomorrow. That’s why businesses need ECC SaaS. This cloud-based software helps make it easy to keep pace with all the powerful capabilities of eCommerce integrated with your Epicor ERP.

Added Protection

ECC cloud service is designed with 24/7 monitoring, daily backups, disaster recovery, and automatic security updates to protect against vulnerabilities, so companies can spend more time addressing key business needs.

Save Money

With no large cash outlay for hardware, and no installation costs, ECC as a cloud service, can offer a fast return on investment.

Convenience, Access, and Performance

ECC SaaS is accessible from any device and is designed to help save time and money while ensuring businesses have the advantage of the latest eCommerce technology.

While hosted and on-premises platforms offer some of the conveniences of SaaS, neither model offers all the features and benefits. Take a look at this chart to learn more about the differences.

Successful businesses embrace change. Agility is key as technology evolves and improves. Take advantage of the latest technology while saving time and money with Epicor Commerce Connect SaaS. To learn more, visit epicor.com/ecc.

Select the right arrow Icon when done.

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