Introduction to ECC

Welcome to the Epicor Commerce Connect (also called ECC). Today's growing marketplace requires a digital strategy, and we're here to enable business to meet that head on. Buckle up and get ready to dive headfirst into the world of ecommerce and why it's a necessity for businesses.

Explore Epicor's approach to make the most of it of businesses and see how we've positioned ECC to enable their success in a digital age.

Go ahead and start with the first topic "Ecommerce, a Business Necessity".

Topics

- eCommerce, a Business Necessity

- The Epicor Approach to eCommerce

- Your Business, Your Way

eCommerce a Business Necessity

In Today's ever-changing Marketplace, businesses must adopt a digital strategy to keep ahead of competition, leveraging the web to push profits to the next level.
Global B2B eCommerce gross merchandise (GMV) is now up to 12 Trillion dollars.
Nearly half of decision makers whose businesses sell online report growth as a result of COVID-19.
64% of B2B companies are increasing their investment in eCommerce.
In the US, manufacturing B2B eCommerce Sales continues to grow year over year. In 2019 7% of total sales were B2B ecommerce.
In the US, Manufacturing B2B eCommerce Sales far outpace the growth in total sales.
Manufacturing B2B eCommerce Sales grew by 21% to $43.0 billion… that growth rate is almost 20 times faster than the growth in total US manufacturing sales.
ECC enables businesses to participate in that market.

The move to digital shapes the future of our companies.
 Manufacturers shift from traditional channels to coming direct to customers and show a focus of investing in people and technology infrastructure.
Retailer and Distributor channels now more than ever must add customer value. That digital experience needs to set them apart in the industry.

As Businesses create their own digital strategy, you have to stay ahead of them. Select an option below to review questions that can help you along the way. When done, select the right arrow icon to move to the next topic "The Epicor Approach to eCommerce".

The B2B Buyer Journey:
- How do your buyers purchase?
- What are their touch points?
- Are you considering the buyer's expectations?
- What is needed to meet those expectations?

Channel Alignment:
- How does your channel funnel align with your users?

- How can you avoid channel conflict and Increase synergy?
- Are you consistent?
- Are you selling through multiple channels? (Like Amazon, Your Company Site, and Distributors)

The Epicor Approach to eCommerce

As the industry continues to prove the importance of eCommerce, Epicor is ready to provide top notch solution with ECC:

Businesses can express their brand and deliver value to their customers by enabling these benefits:

Meeting Buyers Directly
Providing a Branded Store Front
Adding Value and Differentiating themselves
Offering Broad product selection, detailed product info, and shopping conveniences
Upselling and Cross Selling to increase Business to Business Order Value
Streamlining Repeat Purchases.
Epicor Commerce Connect empowers Distributors and Manufacturers.
Really, it's the Complete package out of the box, enabling business to rapidly grow sales with a modern and innovative digital commerce solution offering rich features even without the advanced customizations!
It's Fully Connected to Lower the cost of commerce with cloud and tight integration that extends to existing Epicor Platforms.
This Customer Proven system outperforms competitors with stunning websites built on top of the world-leading Magento eCommerce Platform.

Value Proposition, why go with Epicor Commerce Connect?
ECC is an End-to-End Solution that integrates directly with Epicor ERP systems. Build on the world-leading ecommerce technology, Magento, ECC has a comprehensive product   portfolio utilizing the Leading Cloud Infrastructure Platform of Microsoft Azure.
If you want to hear more, select one of the buttons, otherwise choose the right arrow icon to move to the next screen.

- ERP Integration – Only Epicor and ECC offer real-time, comprehensive, and seamless integration to Epicor ERP platforms. Deliver a great customer experience at no extra cost.
- End-to-End Solution – Having a single vendor for an end-to-end solution, provides convenience and accountability.
- World-Leading eCommerce Technology – ECC is built on top of Adobe Magento, the world's leading eCommerce technology platform. This means it comes with their developer resources and software ecosystem.
- Comprehensive Product Portfolio – ECC provides a product portfolio that offers choice to match your digital online strategy wherever you are in your eCommerce journey.
- Leading Cloud Infrastructure Platform – Utilizing Microsoft Azure, customers have the peace of mind that comes with the security and reliability of a leading cloud infrastructure platform.

ECC is a full cycle solution that grows to fit everchanging business needs, empowering business to Collaborate with Peers to carry out digital commerce objectives.
Thanks to our highly qualified region specific partners, deployment of essential eCommerce features is a breeze.
The Strong integration with Epicor Solutions allows for an excellent delivery and execution of service.
 We provide Cloud and SaaS deployments, and provide support to help businesses grow their eCommerce revenue streams.

 As an added bonus, After "go-Live" we continue to provide opportunities to guide optimization and business consulting services.
Select the Right arrow Icon to move to the next screen.

Epicor proudly partners with the leading cloud commerce platform Adobe Magento. Founded in 2007, they are the number one platform for both B2C and B2B companies. Their ecosystem of commerce technology and system integrator partners is the largest there is, giving access to more than 205,000 developers.
Modern technology enables their feature rich scalable platform from mom and pop organizations all the way up to top multinationals.

Our global ECC team spans the world to meet customer needs wherever the deployment is.
As you can see, Epicor has a highly equipped team that's ready to deploy, consult and support ECC throughout the world.
Leveraging these top-grade partnerships we provide a comprehensive enterprise-class solution. Our eCommerce platform is feature rich with an out of the box deployment that exceeds customers' needs including a Deep and smart integration with current Epicor Platforms.
The results is a modern, branded experience that is nimble and flexible for today's business, both B2B and B2C.
Select the right arrow Icon to move onto the next topic for an overview of Epicor Commerce Connect.

Your Business, Your Way

Epicor Commerce Connect is a feature rich omnichannel eCommerce solution that tightly integrates with existing Epicor solutions.

This creates a two-way flow of data, and houses multichannel touchpoints to align with the diverse methods of contacting buyers… Letting them interact the way that fits their needs.

Our three offerings: Express, Base, and Advanced allow out of the box and customized feature sets for an optimal fit for any business.

Let's take a quick look at each.

- Express offers the fastest implementation, providing an affordable B2B online portal with all the essential elements presented in a simple and clean fixed theme.

Base provides complete B2B and B2C ecommerce functionality that most end customers and suppliers need. And it includes a sharp dual color theme.

Advanced provides a full feature set including customizable themes and extensibility, enabling businesses to express their online brand and maximize their omnichannel eCommerce presence.

Check out this chart for a snapshot of the difference between them. You'll dive into more detail in the next course of the ECC Certification agenda "Feature Sets".

ECC provides the latest innovations in digital commerce including:

- Sales Rep features

- User defined fields

- Master Shoppers

- Product Groups

- Predefined Bundles

- Integration with Configurators

- B2B self service

- Price Lists

- …And that's just the tip of the iceberg.

We have an enthusiastic approach to a quick and easy implementation. Select the right arrow icon to learn more.

Our quick and easy implementation gets a system up and running in as few as 5 days – sometimes less. Select a button to learn about Express and standard implementations, along with advanced options and post-go live consulting. Select the Right arrow Icon when you're ready to hear customer testimonials.

Express

Go "Live in Five" with our express implementation. Have your B2B portal operational in 5 days or less. This is part of the express package and includes Fixed Themes and Live Site only.

Base

 Our certified project managers work with you to establish a scope and timeline to Go Live. Integrate your Epicor System to ECC with full end to end testing and a storefront including out of the box themes.

Advanced Options

Do More by choosing from our Advanced implementation options. Including Enhanced storefronts, branded themes, Magento Add On, 3rd party marketplace, CMS, and Product Catalog Integration.

Post Go-Live Consulting

Our team strives to meet your needs and help you scale in whatever way is best for you. We offer a variety of consulting services to get the job done… for example, are you missing a marketing person on staff? No problem, we can help you out with that!

Businesses around the world rely on Epicor Commerce Connect as their omnichannel ecommerce provider. Here's a sample of the brands that rely on us.

But don't take our word on it! Stick around to hear what they had to say about us!

David Traub, the COO of Rainer Industries had this to say:

"We chose Epicor Commerce Connect because it integrated tightly with Epicor ERP 10. After implementing, our lead time reduced by 2 days – almost immediately! Our dealer retention rate picked up, and even our dealer recruitment program improved… Our customers experience has been outstanding because they see everything they want to see, instantly… Working with Silk was amazing."

An Eclipse User, Rick Black, the VP eCommerce and Product Manager at ABR Wholesalers reports:

"Since implementing ECC for Eclipse, the Response from our customers has been fantastic. Each month we've bene doubling our business online with those preview customers."

On the Prophet 21 side, James Davis, the president of ISM declares:

"We switched to Epicor Commerce Connect because it integrated tightly with our Epicor ERP – Prophet 21. This allows us to provide real-time data to our customers. Another major benefit is efficiency – ECC allows our Sales teams to focus on bigger transactions while customers can re-order electronically implementing P21 and then connecting ECC allowed us to grow, and looking at the future I see our growth continuing at a double digit pace"

Those users sounded pretty happy with the results they got with Epicor Commerce Connect!

ECC hosts a range of feature rich offerings that keep company's needs first.

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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Corporate Office	**Latin America and Caribbean**	**Europe, Middle East and Africa**	**Asia**	**Australia and New Zealand**
804 Las Cimas Parkway	Blvd. Antonio L. Rodriguez #1882 Int. 104	No. 1 The Arena	238A Thomson Road #23-06	Suite 2 Level 8,
Austin, TX 78746	Plaza Central, Col. Santa Maria	Downshire Way	Novena Square Tower A	100 Pacific Highway
USA	Monterrey, Nuevo Leon, CP 64650	Bracknell, Berkshire RG12 1PU	Singapore 307684	North Sydney, NSW 2060
Toll Free: +1.888.448.2636	Mexico	United Kingdom	Singapore	Australia
Direct: +1.512.328.2300	Phone: +52.81.1551.7100	Phone: +44.1344.468468	Phone: +65.6333.8121	Phone: +61.2.9927.6200
Fax: +1.512.278.5590	Fax: +52.81.1551.7117	Fax: +44.1344.468010	Fax: +65.6333.8131	Fax: +61.2.9927.6298