

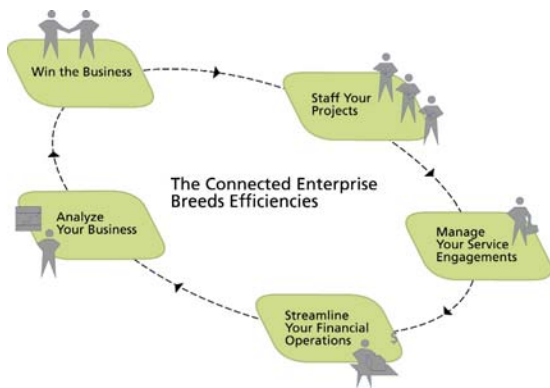


EPICOR FOR SERVICE ENTERPRISES

Software and Computer Services

A New Perspective for the Technology Industry

Morale within the software and computer services sector is reaching a new high as the technology marketplace returns to near pre-down turn levels. However, this new opportunity will not be for all as it requires a synergistic combination of strong operational management coupled with today's emphasis on greater customer value and business transparency. Today's independent software vendors (ISV) need to manage the joint challenges of cost management and revenue growth, in a rapidly consolidating marketplace, alongside an ever more demanding and knowledge-based client relationship. This new reality mandates a greater reliance on technology in order to successfully streamline and underpin the new agile and profitable service organization.



Introducing Epicor for Service Enterprises, an integrated enterprise service automation (ESA) solution from Epicor Software Corporation designed to help you win business, staff your projects, manage service engagements and streamline your financial operations. Epicor for Service Enterprises is an industry-defining ESA solution designed expressly for mid to large-sized embedded service firms. It optimizes your business processes, empowering you to expand your client base, grow revenue and drive efficiency benefits straight to the bottom line. Epicor for Service Enterprises enables you to respond quickly to the ever-changing demands facing your company. It manages and automates every aspect of your business — from software and service bid management to engagement delivery and resource management to project accounting, portfolio management and beyond — all within a single solution. With a comprehensive, groundbreaking adoption of innovative Web services technologies, Epicor for Service Enterprises is the only ESA solution to offer enterprise functionality at a midmarket total cost of ownership — combining a rich user experience with absolute flexibility and intense performance.

Underpinning the Five Key Service-centric Processes

Epicor for Service Enterprises provides a platform for success for today's ISV by delivering a comprehensive closed-loop solution in support of the five key service-centric processes behind all software and computer service firms: winning the business, staffing projects effectively, managing engagement delivery, streamlining financial operations, and analyzing business performance. Specifically designed with software and computer service groups in mind, Epicor for Service Enterprises handles each of these processes with one goal in mind, improved business performance and profitability.

Winning the Business

Often times client history is lost by the end of the engagement, but with seamless support for opportunity and bid management, Epicor for Service Enterprises allows you to track and access the complete client relationship from opportunity to service delivery to billing to support. You'll be able to manage both your software and service bids side by side, view project status or planned vs. actual hours for different clients online, and access full transactional information on customer billing and accounts receivable. Critically, Epicor for Service Enterprises offers customer relationship management (CRM) capabilities tuned specifically for the software sector, and since everything is managed along project lines, even the pre-sale cost of new business is tracked.

Staffing Projects Effectively

The return to a more buoyant marketplace for technology investments has created a new challenge in terms of developing a skilled workforce. Significantly, many software and computer services firms who had cut back to core competencies are looking to swell internal ranks again – coupled with an increasing reliance on

outsourced or offshore resources – in order to meet growing demand. Epicor for Service Enterprises ensures your capacity planning is managed for both current projects and with an eye to longer term opportunities. Powerful resource allocation queries to locate internal resources can be supplemented through contingent workforce capabilities, allowing you to source the right people for the right projects at the right time. What's more, internal resources can bid on upcoming projects and maintain their skill sets and experience to ensure they're assigned correctly.

Managing Engagement Delivery

Epicor Project Suite is at the core of Epicor for Service Enterprises and provides your growing organization with the tools to improve project planning, with flexible organizational and work breakdown structures that support everything from quick repeat projects to long term engagements. You'll have the ability to budget by project task, manage labor and material costs by project, and determine the financial impact of a proposed plan. With the visibility you gain, you'll be able to proactively plan and revise projects and make more informed decisions, particularly when matching skills and availability to project needs. And, Epicor Project Suite provides painless time and expense entry with submission and approval through flexible deployment options that support remote entry regardless of where you are. Functionality is available both over the Web and/or through a disconnected client with a simple, unintrusive, synchronization process.

Streamlining Financial Operations

Epicor's world-class financial applications have helped thousands of service industry executives close the books and achieve their financial goals for more than 20 years. As an integral part of Epicor for Service Enterprises, they handle conversion of employee expenses to vouchers and link sub-contractor vouchers back to projects automatically. Time and expense entries once approved result in billings based on pre-bill, fixed price, time and materials, payment schedule or milestone scenarios, to minimize revenue leakage. And, once bills are raised they pass to accounts receivable invoice and collection features, allowing you to proactively manage your cash flow.

As a leading software or computer service provider it's likely that your company offers special plans for customers, such as leasing, subscription, maintenance and support plans, service

contracts or flexible payment terms. Epicor Financials Suite provides capabilities in support of compliance with current FASB and SEC regulations and guidance around deferred revenue accounting, contract renewals and revenue recognition, eliminating the inefficiencies of manual processing, separate spreadsheets and re-keying of information. Whether public or private, Epicor Financials can help you achieve your financial objectives faster and easier offering comprehensive multicurrency, inter-company, consolidation, contract renewal and revenue recognition features, along with the strong checks and balances of good fiscal governance.

Analyzing Business Performance

Epicor Business Intelligence delivers essential operational and analytical reports for all users of the system, from executives to department managers and from sales to consulting, right when they need it. Standard reports range from best, worst and most likely sales forecasting to project profitability to revenue by organizational unit, project and employee. Easy to use management queries provide summary level snapshots backed by detail level drill-down to aid decision making, and comprehensive practice performance analysis help drive best practices, successful repeat engagements, rate card alignment and assist when bidding for new work.

Get the Flexibility to Support Your Technology Vision

Whether your company is a promising start-up, filing for IPO or an established player in your market space, Epicor for Service Enterprises can provide the necessary tools to help your organization manage rapid growth, become more efficient and realize your business vision.

High-tech companies around the world have chosen Epicor for Service Enterprises to be at the core of their company's infrastructure not just because it helps them to manage growth, but also because Epicor for Service Enterprises is designed to adapt in real-time to accommodate every growth phase. Our next-generation service-oriented architecture (SOA) — Epicor ICE — provides comprehensive, easy extension and customization through Microsoft .NET and Web services, allowing you to quickly put new technologies to work for easier integration of business, technology and service strategies.

With Epicor for Service Enterprises, your organization will see improvements in billing and revenue stream management, contract administration, cash flow, customer satisfaction, and overall visibility — resulting in more profitable business. For more information on Epicor for Service Enterprises, contact your authorized Epicor Partner or call Epicor at 800-356-0912 (U.S. and Canada) or 503-612-2600 (international), visit us on the Web at www.epicor.com or e-mail us at info@epicor.com.

Software and Computer Services Solution Benefits

- Pre-configured to support the best practices of the software and computer services sector based on Epicor's more than 20 years of software sales and consulting experience
- Developed in conjunction with some of today's leading ISVs
- Assists compliance with Sarbanes-Oxley, SEC and FASB mandates such as SOP 97-2 vendor specific objective evidence (VSOE), 81-1 and 98-9, SAB 101 and 104, and EITF 00-21
- End-to-end integration helps maximize billable hours and reduce leakage for increased revenue and profits
- Improved cash flow with lower days sales outstanding (DSO) by reducing the time between doing the work and receiving payment
- Realization gains from increased fees based on greater accuracy and repeatable services
- Maximize resource performance and utilization through increased visibility into current and future staffing needs
- Removal of redundant administrative processes and related costs create greater efficiencies and additional productive hours
- Increased client and team communication, collaboration and satisfaction through transparent value-added operations
- Business intelligence and relationship knowledge provide greater support for strategic and tactical portfolio decisions
- Greater business agility through comprehensive business process management and workflow orchestration



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