

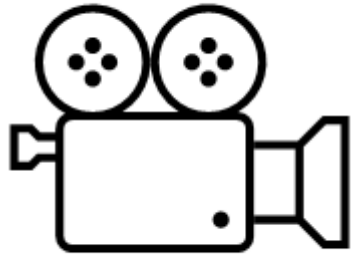
Influencer Webinar

Industry Specific ERP Solutions

Thursday, 16 July



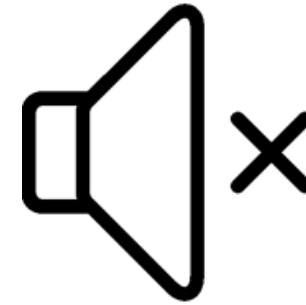
Housekeeping



Webinar is being recorded



Recording and slides will be emailed to you



You are on mute

Please use **Questions** to ask any questions
(See grey bar titled “Questions” on your webinar dashboard)

Our Speakers Today



Greg O'Loan
Regional Vice
President
ANZ



Ian Macdonald
Manager Solution
Engineers
ANZ



Graeme Thomson
Sr. Director
Professional
Services
ANZ



Who is Epicor?

Our Values

Teamwork

Better Together

Excellence

Always make it better

Service

Customers first

Passion

Love what we do

Innovation

Imagine, create, deliver

Integrity

Do what we say



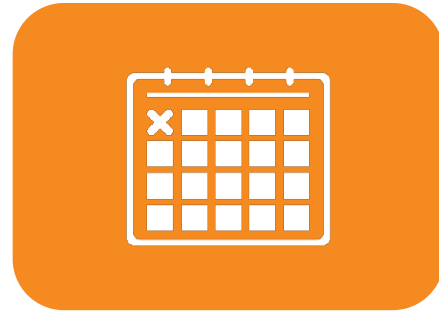
Epicor Globally



20,000
customers



3,700
employees
400
partners



1972
founded



\$0.8 Billion
revenue

Americas **19**

Europe
Middle East
& Africa **16**

Asia **11**



150+ Countries
30+ Languages

Australia &
New Zealand **3**

Epicor Australia & New Zealand



300+
Customers



65
Employees
10
Partners



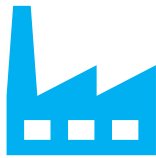
3
Offices:
Melbourne
Sydney
Auckland



1993
Established

The Markets We Serve in ANZ

Manufacturing



ERP 10

Distribution



Prophet 21



Aged Care



SLS

Market Focus



	Very Small	Small	Lower Mid-Market	Upper Mid-Market	Large	Very Large
 Employees:	1–19	20–99	100–499	500–999	1,000–2,499	>2,500
 Revenue:	<\$5M	\$5-50M	\$50–99M	\$100–249M	\$250–999M	>\$1B



Target Markets

Epicor ANZ – The Markets We Serve

How Does Epicor Differentiate in the Region

- ▶ Epicor ERP10, P21 and SLS are the key solutions sold in this region
- ▶ We address customers' business challenges and pain points
- ▶ Aged Care: Product development, Know-How and Support all managed in Australia

Industry focus

- ▶ **Manufacturing**
 - Size – 50 to 1000 employees
 - Revenue – US\$20m to US\$500m
- ▶ **Distribution**
 - Size – 10 to 2000 employees
 - Revenue – US\$5m to US\$100m
- ▶ **Aged Care**
 - Size – 50+ employees
 - Revenue – US\$15m+
 - 300+ beds (Residential care / Retirement Living)
 - 150 Packages (Home Care)

Manufacturing Verticals



- 1 - Industrial Machinery
- 2 - Fabricated Metals
- 3 - Construction and Engineering
- 4 - Aerospace and Defence
- 5 - Building Products
- 6 - Rubber and Plastics
- 7 - Electronics and High Tech
- 8 - Instruments and Controls
- 9 - Furniture and Fixtures
- 10 - Medical Devices

Distribution Verticals



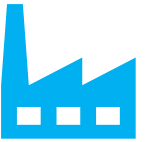
- 1 - Electrical Equipment and Supplies
- 2 - Plumbing and Irrigation
- 3 - Safety Products & Medical Supplies
- 4 - Industrial Durable Goods
- 5 - HVAC
- 6 - Fasteners
- 7 - Paper and Packaging
- 8 - Cleaning Supplies
- 9 - Pipe Valve Fitting (PVF)
- 10 - Tiling products

Aged Care Verticals



- 1 - Residential Care (Facility)
- 2 - Home Care
- 3 - Retirement Living

Manufacturing Target Markets



Industrial Machinery	Factory and Production Equipment, Large Transformers, Conveyor Systems
Fabricated Metals	Engineer to order assemblies; Heavy metal fabrication & machining; Mass Produced Metal Products
Construction and Engineering	Engineering: Specialized Vehicles; Conveyor System Manufacture, Installation & Servicing; Locomotive service work Construction: Precast Concrete Panels.
Aerospace and Defence	Aerospace Components; Defence Contractors – Weapons systems, Satellite/telescope components; Shipbuilding, bullet-proof vests, etc.
Building Products	Fasteners; Roofing Tiles and Installation; Custom steelwork, grates, etc; Blinds and Awnings; Building Supplies e.g. concrete, quarries, concrete lifting and moulding devices, etc.
Rubber and Plastics	Mass-produced high-quality plastic injection moulding; Rubber Products; Rubber Belting; Carpet Production
Electronics and High Tech	Circuit Boards; Electronic Assemblies
Instruments and Controls	Precision Equipment; Air Conditioning Systems and Controls; Air Metering Devices
Furniture and Fixtures	Office Furniture and commercial fit-outs; Custom commercial furniture
Medical Devices	Design of unique medical devices; Manufacture of specialised medical equipment

Distribution Target Markets



Electrical Equipment and Supplies	Products and materials to install and maintain electrical systems
Plumbing and Irrigation	Service the plumbing needs of residential and commercial plumbing contractors, builders, re-modelers, and homeowners who are building or remodelling homes, hotels or office buildings. Irrigation equipment, or irrigation and landscape supplies.
Safety Products & Medical Supplies	Safety materials for medical, construction and agricultural industries
Industrial Durable Goods	Industrial equipment & supplies, including machinery, tools, abrasives, adhesives
HVAC	Heating, ventilation, and air conditioning equipment to commercial, institutional, industrial, and contractor accounts. Includes refrigeration
Fasteners	Fasteners such as nuts, bolts, screws, nails, rivets, etc. Includes specialist fasteners such as explosive and chemical fasteners, as well as general hardware to provide a one-stop-shop to the trade customers
Paper and Packaging	Most paper and packaging distributors sell a broad line of products ranging from office supplies, janitorial supplies, disposable food service, grocery packaging supply, sanitary supplies, industrial specialties , retail packaging, printing papers, packaging and shipping room supplies
Cleaning Supplies	Cleaning and cleaner's products, chemicals, and machinery (scrubbers and vacuums etc.) to the commercial cleaning market. Anything used by a commercial cleaner
Pipe Valve Fitting (PVF)	Pipes, valves, fittings and many other related products. Likely to include specialist hydraulic hoses, etc. Would stock products specific to different specialist industries. PVF distributors are very similar to plumbing distributors as their product lines overlap
Tiling products	Tiles and laying accessories as well as tiling tools, for the commercial and retail tiling market

Aged Care Target Markets



Residential Care (Facility)	Care is provided in aged care homes on a permanent or respite (short-term) basis. Aimed at people who need more care than can be provided in their own homes. Services include personal care, accommodation, support services (laundry/meals..), nursing and some allied health services. Residential care is funded by both Australian Government and contribution from residents.
Retirement Village	Retirement villages are owned by developers (who are interested in their success and will be choosing software)
Home and Community Care	Home Care and Community Care is care provided at home or in the community. Services include social support, transport, help with domestic chores, personal care, home maintenance, home modification, nursing, meals and allied health services.

How Our Customers Guide Our Products



Customer insights shape everything we build at Epicor.



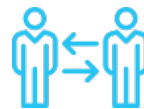
Customer Advisory Board (CAB)

Business leaders advise on priorities



Product Advisory Board (PAB), Focus Groups

Software users provide input on product features, usability, and functionality



Customer Visits

End users connect with onsite Epicor visitors, including Value Exchange Workshops



Product Surveys

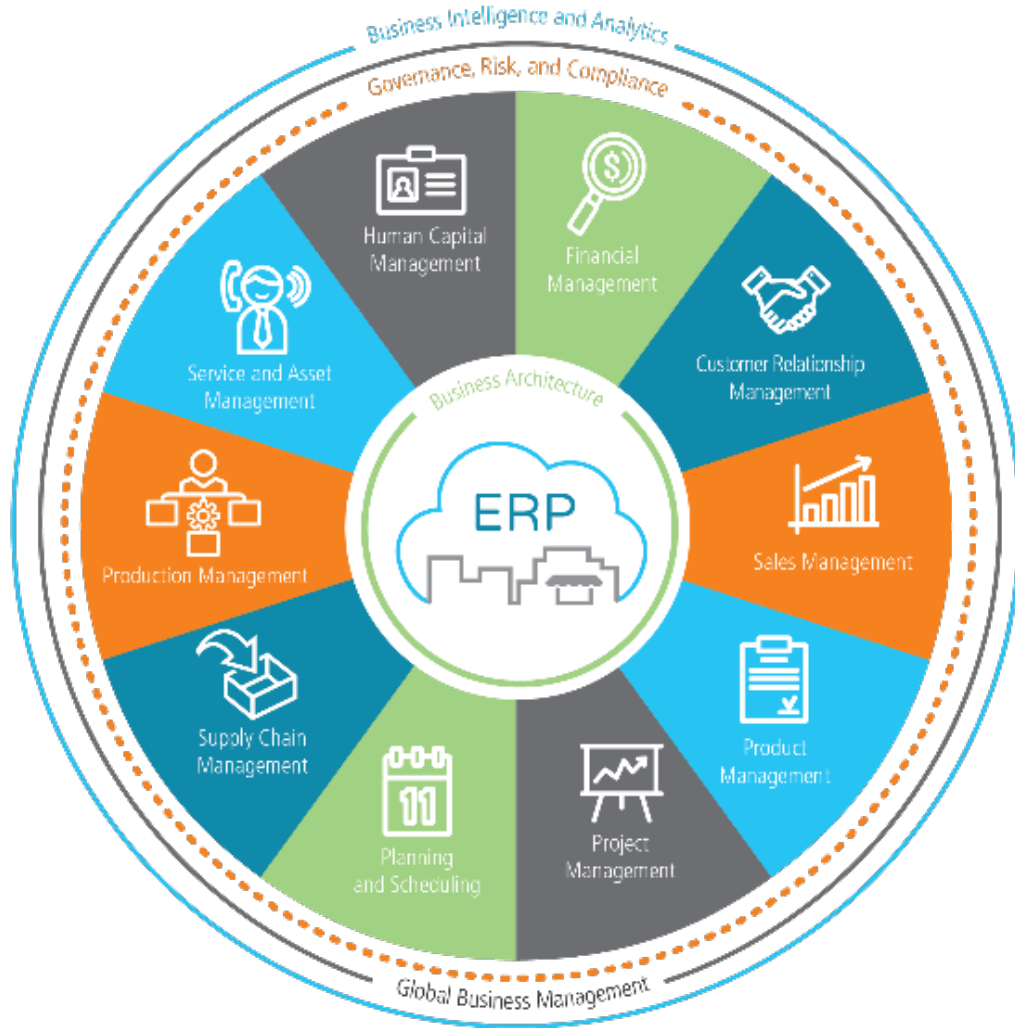
Users provide periodic product feedback



User Groups and Online Forums

Users connect regularly to share best practices and recommendations

Introducing Epicor ERP 10



Fit

Our customers succeed because we FIT by: industry, vertical, business requirement, geography, growth objectives and more.



Ease

Our customers focus on driving value and growth through Epicor's Ease of Everything: easy to deploy, access, learn, use, upgrade and easy to do business with.



Growth

Our customers achieve whatever their growth objectives are, supported with our flexible, customer-proven solutions.

Key Product Features – ERP10 and P21

ERP10

- Best-in-Class ERP for Manufacturers
- Also suitable for diverse “generic ERP” requirements
- Bill of Material and Production Routing with revision control
- Excellent Engineer to Order functionality, such as Quote BOMs and CAD integration
- Excellent resource scheduling
- Shopfloor MES real-time data capture & reporting
- Highly configurable
- Advanced Financial capabilities such as Assets and Cash Flow
- Integrated Project Management
- Has a CRM mobile app

Prophet 21

- Best-in-Class ERP for Distributors
- Simpler, faster & cheaper implementation
- Simpler and faster UI and processes for typical distribution operations
- Counter Sales order-entry optimised for ease and speed
- DRP and replenishment optimised for distribution requirements
- Moderately configurable
- Has a fully browser-ready interface allowing usage on any device
- Inbuilt basic forecasting capabilities
- Has a Proof of Delivery mobile app

Key Product Features – Senior Living Solution

Residential Care

Fit

- Developed specifically for Australian aged care organisations
- Integrated system - resident management, community care and financial management and analysis
- Government Compliance for the aged care industry
- A single resident record of their entire aged care journey
- Integrates with 3rd party clinical care and medication management solutions

Ease

- Medicare online claiming capability
- Flexible billing capabilities for residential and community care incl. recurring, time-based, ad-hoc, third-party, split billing, and draw downs
- Reconciles expected funding versus actual funding
- Supports budgeting and provision of services for HCP and CHSP

Growth

- Extensive reports and advanced performance management tools
- Simplifies business processes and data management through a configurable workflow engine

Community Care

Fit

- Complies with Medicare and changing legislation
- Client-Centric, service planning and management:
 - Manages use, record and payment for contractors
 - Purchasing, receipting and invoicing for outsourced services
 - Utilises resources according to availability, expertise, location and client preference
 - Always-on mobile application for today's mobile workforce
 - Services HCP and CHSP packages

Ease

- Supports Funded and non-funded packages
- Access all the CDC related data from the same screen and generate CDC statements

Growth

- Full billing; including adjustments and rate changes, automated unspent fund calculation, Rostering and Billing Support for group events
- Advanced reporting at client's level with client statements and funding reports



Product Overview

MANUFACTURING

ERP 10



Supporting 300+ local customers



Epicor ERP Overview








Deployment Choice:
Cloud



Deployment Choice:
On Premises

-  Service and Asset Management
-  Production Management
-  Supply Chain Management
-  Planning and Scheduling



-  Financial Management
-  Customer Relationship Management
-  Sales Management
-  Product Management
-  Project Management

 Business Intelligence and Analytics

 Global Business Management

 Governance, Risk, and Compliance

 Business Architecture

Epicor ERP10 Modules



Deployment Choice—Cloud



Deployment Choice—On Premises



Human Capital Management

- Core HR
- Global HR
- Candidate Self-Service
- Employee Self-Service
- Talent Management
- Training and Development
- Position Control
- Timesheets



Service and Asset Management

- Service Management
- Returned Material Authorization
- Service Contract and Warranty Management
- Case Management
- Maintenance Management
- Field Service Automation



Production Management

- Job Management
- Advanced Production
- Kanban Lean Production
- Manufacturing Execution System
- Advanced MES (Epicor Mattec)
- Quality Management



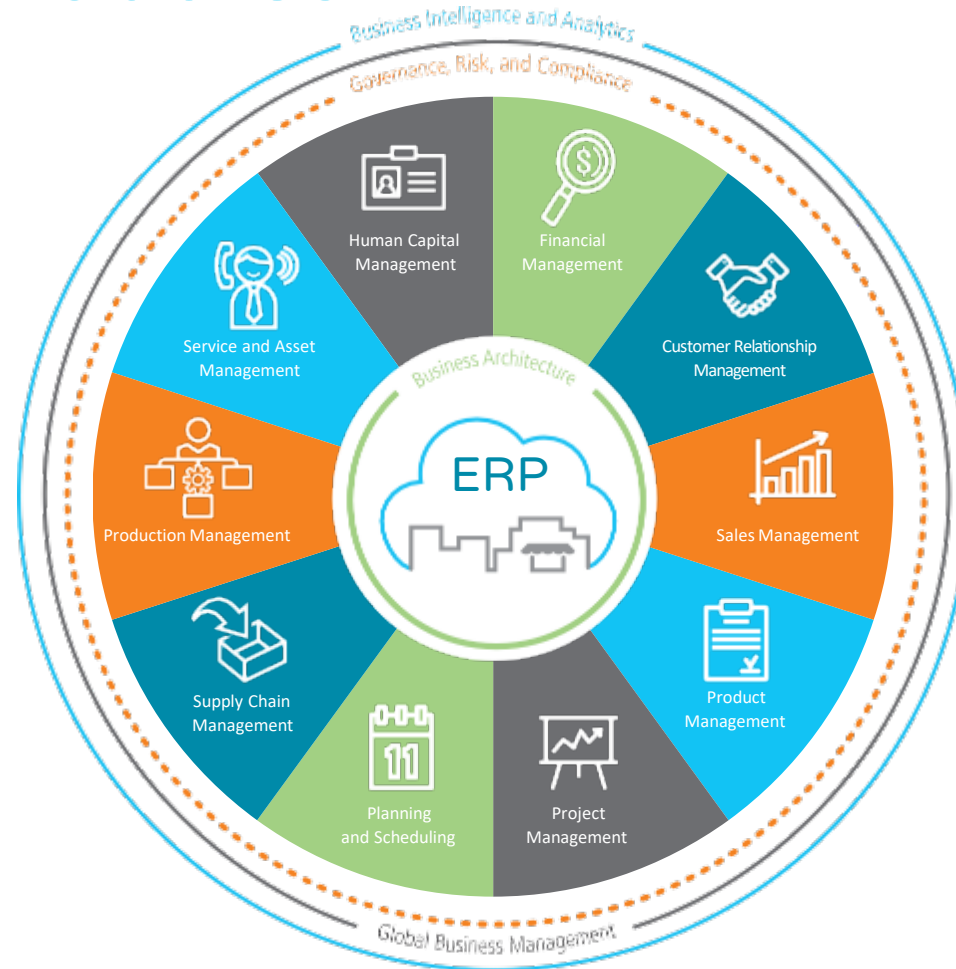
Supply Chain Management

- Purchase Management
- Supplier Connect
- Supplier Relationship Management
- Inventory Management
- Advanced Material Management
- Manifesting and Freight Management
- Shipping and Receiving
- Warehouse Management



Planning and Scheduling

- Forecasting
- Master Production Scheduling
- Smart Demand Planning
- Material Requirements Planning
- Scheduling and Resource Management
- Advanced Planning and Scheduling
- Infinite, Finite, and Constraint-Based Scheduling



Financial Management

- Global Engines
- General Ledger
- Financial Planning
- Accounts Receivable
- Credit and Collections
- Accounts Payable
- Rebates
- Tax Connect
- Cash Management
- Asset Management
- Advanced Financial Reporting



Customer Relationship Management

- Contact Management
- Customer Connect
- Marketing Management
- Campaign Connect
- Lead and Opportunity Management
- Case Management
- Mobile CRM
- Integration to Salesforce.com*



Sales Management

- Estimate and Quote Management
- Order Management
- EDI/Demand Management
- Point of Sale
- Commerce Connect
- Customer Connect



Product Management

- Bill of Materials
- Routings
- Engineering Change and Revision Control
- Document Management
- CAD Integration
- Product Lifecycle Management
- Product Costing
- Product Configuration



Project Management

- Project Planning and Analysis
- Project Generation
- Project Billing
- Resource Management
- Contract Management
- Planning Contract
- Time Management
- Expense Management



Business Intelligence and Analytics

- Operational Reports/Dashboards
- Descriptive Analytics (Business and Financial User Reporting/Dashboards)
- Diagnostic Analytics (Scorecards/KPIs, Financial Planning)
- Predictive Analytics (Forecasting)
- Data Warehousing
- Role-Based Analytics and Business Intelligence
- Mobile Business Intelligence



Global Business Management

- Multicompany Management
- Multicurrency Management
- Global Multisite Management
- Multilingual Data Management
- Master Data Management
- Scalable Deployment
- Global Engines



Governance, Risk, and Compliance

- Corporate Governance
- Risk Management
- Security Management
- Business Process Management
- Global Trade Compliance
- Electronic Compliance Reporting Tool
- Environmental and Energy Management



Business Architecture

- Cloud Deployment
- Microsoft .NET and SQL Server* Optimization
- Enterprise Experience
- Web Access, Mobile Framework
- Enterprise Query and Application Search
- Business Process Management
- Social Collaboration Platform
- Enterprise Content Management
- Electronic Compliance Platform
- Security Management
- Service Architecture, RESTful Services
- Business Integration and Orchestration Platform

User Configurable Home Screens

The screenshot displays the Epicor software interface. At the top, the navigation bar includes the Epicor logo, user information (Epicor System Admin), and system details (Melbourne, EPIC03 | Epicor USA). The main content area is titled "Home" and features several key components:

- Navigation Menu:** A vertical sidebar on the left contains icons for Home, Sales & Inventory, Order Entry, Job Entry, Job Scheduling, and Aged Receivables.
- Dashboard Widgets:** A row of four blue widgets at the top provides quick access to "Part", "Job Entry", "Job Scheduling Board", and "Part Tracker".
- Shop Floor Map:** A large central diagram titled "Shop Floor Map With Resource Group Efficiency" shows a 72' layout of a workshop. Labeled equipment includes Material Racks, Drop-off Racks, Pipe Notcher, Power Brake, Large Hand Brake, Power Shear, Shop Lock Machine, Pipe Assembly Bench, Power Cleat-Bender, Foot Shear, SMD Machine, Hand Brake, Slip Roller Cleat Bender, Power Easy Edger, Insulation Cutter and Bench, Angle Iron and Cleat Rack, Angle Iron Punch, Angle Iron Machine Shear Notcher Bender, Band Saw, Pedestal Grinder, Turret Punch Press, Drill Press, Spot Welder, Hardware Bins and Shelves, Fitting Assembly Bench, and Insulation Storage on Ground Floor and Above.
- Job Status By Month:** A dual-axis chart showing job counts from June to January. The left Y-axis represents "Count(Job)" (0-40), and the right Y-axis represents percentage (0-100%). The legend includes Count(Job) in blue, Count(Released) in orange, and Count(Closed) in green.
- Pump 1 Flow And Temperature Over Time:** A line chart showing "Flow GPM" (blue line) and "Temperature Fahrenheit" (black line) from 09:00 to 11:20. Flow GPM fluctuates between approximately 450 and 500, while temperature remains stable around 50 degrees.

Simple Shopfloor Interface

The image displays two overlapping screenshots of the Epicor MES Shop Floor interface. The background screenshot shows the main dashboard with a user profile for John J Labor and a grid of functional buttons. The foreground screenshot is a modal window for starting an activity, containing various input fields and action buttons.

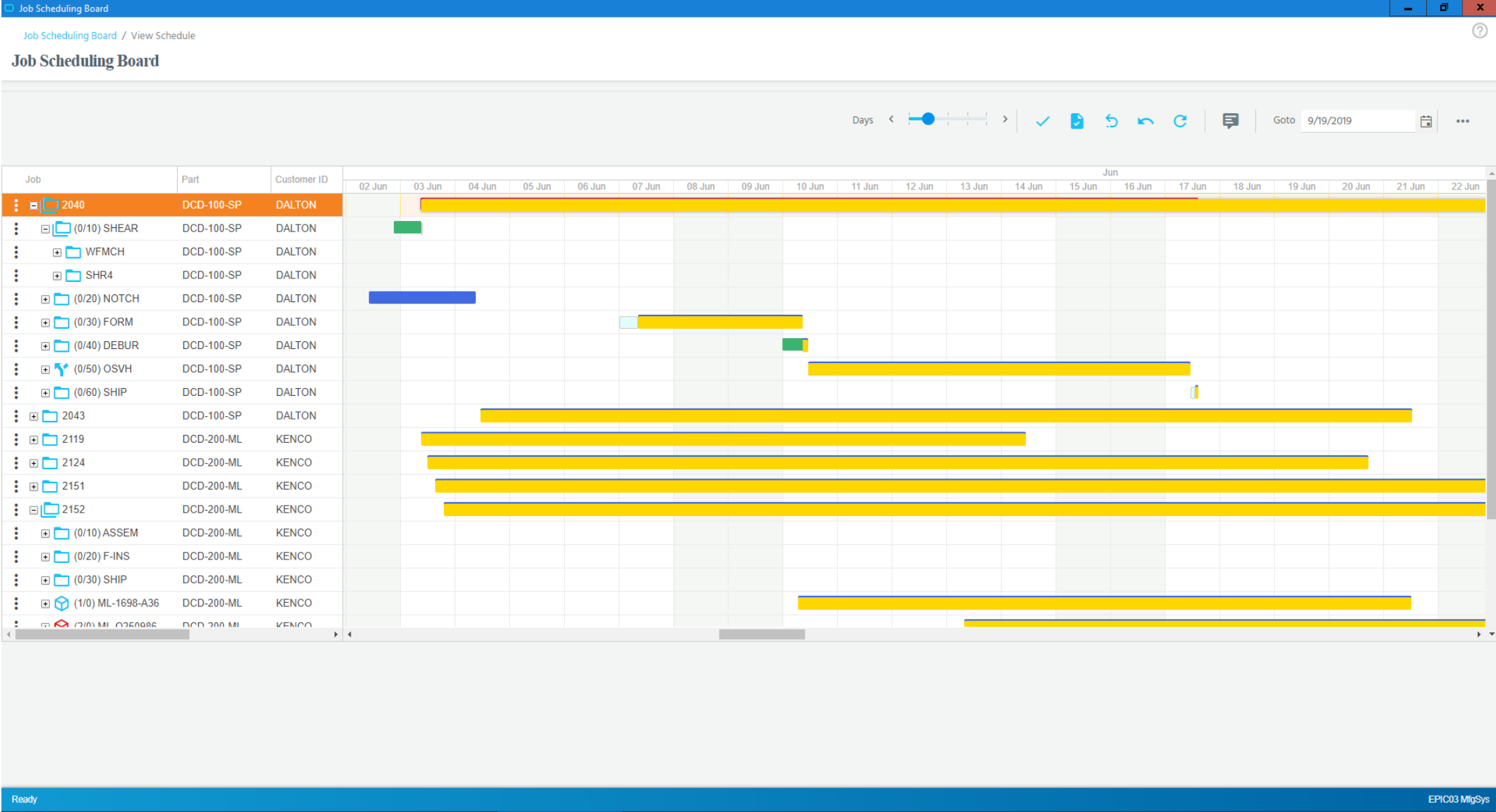
Main Dashboard (Background):

- Header: EPICOR, Epicor System Admin, EPIC03 | Epicor Demo Company | Melbourne
- Navigation: MES, SHOP FLOOR
- User Profile: John J Labor, Shift: 2, Clocked in: Wednesday, July 10, 2019 9:52 AM
- Menu: HOME, MATERIALS, TRACKERS
- Buttons: START ACTIVITY, REPORT QUANTITY, CLOCK OUT, WORK QUEUE, JOB TRACKER, PART TRACKER, MOVE V, NON-CONFORMANCE, MOVE MTL REQUEST, MATERIAL QUEUE MANAGER, KANBA, MOVE INVENTORY REQUEST
- Footer: Language: English/United States

START ACTIVITY Modal (Foreground):

- Header: EPICOR, Epicor System Admin, EPIC03 | Epicor Demo Company | Melbourne, REFRESH, EDIT
- Section: START ACTIVITY
- Sub-sections: PRODUCTION, SETUP, REWORK, INDIRECT
- Fields:
 - Job Number: 2043
 - Assembly Sequence: 0
 - Resource ID: SH-2
 - Capability ID: (empty)
 - Role: (empty)
 - Time Type: (empty)
 - Operation Sequence: 10
 - Resource Group ID: SHR4
 - Operation Description: Shear
 - Resource Group Description: Shear 4ft - Amada
 - Capability Description: (empty)
- Buttons: OVERRIDES, JOB DETAILS, OK, CANCEL

Gantt Chart Style Job & Project Scheduling



Multi-Level BOM Structures

The screenshot displays the 'Job Entry' application window. On the left, a tree view shows a multi-level BOM structure for job 2153. The main area is divided into tabs: 'Materials', 'Operations', and 'Assemblies'. The 'Operations' tab is active, showing details for operation 10. The interface includes a menu bar (File, Edit, Tools, Actions, Help), a toolbar, and a status bar at the bottom.

Job Entry
Job: 2153
Project: Job Details, Engineering, Machine MES

Materials | Operations | Assemblies

Detail | List | Scheduling Resources | Service | Comments | Subcontract | RoHS | Role Codes | Inspection | Machine MES

Subcontract: Machine MES: Mobile Operation:

Operation
Opr: 10 Rework:
Description: Shear
Operation: Shear
Op-Standard:

Quantities / Dates
Production: 4.00 Start: 3/06/2019
Scrap: 0.00 Due: 3/06/2019
Run: 4.00
Labor Entry: Time and Quantity

Labor Reporting Resource
Production: Shear 4ft - Amada
Setup: Shear 4ft - Amada

Quantity Factors
Qty/Parent: 1.00000000
Scrap: 0.00 Qty: %:

Setup Per Machine
Hours: 0.50
Total Setup Hours: 0.50

Production Per Machine
Prod Std: 30.00000000 Pieces / Hour
Ops/Part: 0 Each
Pcs/Cycle: 0.00000000 Hours: 0.13

Scheduling Factors
Scheduling Blocks: 1
Scheduling: Start-To-Start: Finish-To-Start: Finish-To-Finish:
Send Ahead Type: Hours
Send Ahead Offset: 5.00
Analysis Code: Engineering Mechanical
First Article Quantity: 0.00
Final Operation: Auto Receive:
Added Operation: Alert on Completion:
Setup Group: |
Serial Numbers Required From This Operation:

Ready Epicor Demo Company Melbourne

Epicor Mobile Warehouse



Home

- Favorites
- Trackers
- Labor
- Receiving
- Shipping
- Custom Mtl Queries Mtl Queues
- Inventory
- Issues and Returns Production
- Package Control
- Settings

My Material Queue

DSS-1012	PART >
LNB(Low Noise Block)	1 / EA
Priority 1	RMA-INS
From INS / INSI	To INS / D-1
13 Sep 2011 17:40:45	639
DSS-1012	PART >
LNB(Low Noise Block)	1 / EA
Priority 1	INS-STK
From INS / INSI	To CHI / 01-01-01
13 Sep 2011 17:43:18	640
020-1223	PART >
Item 1223	10 / EA
Priority 4	PUR-STK
From RCV / RCV-1	To CHI / 01-01-01
PO 4487 / 1 / 1	

My Mtl Queue Mtl Queue

PO Receipt

Part	Desc ⓘ
1583A-006U1000	Belden Blue CAT ...

Quantities

Ordered	Arrived
1 / EA	0 / EA
Remaining	Transaction
1 / EA	0 / EA
Input Qty	IUM
0	EA

Complete Insp Req Prnt Lbl

<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
-------------------------------------	--------------------------	--------------------------

Location

PCID

GEN P

Entry Receipt Line

Epicor Data Analytics

Connects all areas of the business to give you the big picture:



- ▶ Are late shipments due to operations, inventory, or a supplier?
- ▶ Have your supply costs gone up, and have you adjusted your selling price?
- ▶ What actual G/L transactions have hit the account this month and what open POs are still out there?

DISTRIBUTION

Prophet 21



>1700 Epicor Prophet 21 Customers
>73,000 Epicor Prophet 21 Users





Wireless Warehouse Management

- Receiving and Put-Away
- Pick, Pack, Ship
- Group and Zone Picking
- Inventory Movement
- Physical/Count Cycle Counting
- Wireless Workbench



Service and Maintenance

- Call Center
- Service Order Management
- Service Contracts
- Scheduling and Dispatch
- Preventative Maintenance
- Warranty Tracking



Production Management

- Production Order Management
- Labor Tracking
- Routing
- Kits, Assemblies, and Multilevel BOM
- Third-Party Processes
- Progress Billing



Supply Chain Management

- Purchasing Management
- Advanced Demand Forecasting
- Automated Replenishment
- Inventory Optimization
- Warehouse Management
- Customer and Vendor Managed Inventory



Enterprise Content Management

- Content Protection
- Document Retention
- Intelligent Data Capture
- Workflow
- Full Integration
- Flexible Deployment



Financial Management

- General Ledger
- Accounts Payable
- Accounts Receivable
- Financial Reporting
- Tax Management
- Credit and Collections



Customer Relationship Management

- Contact Management
- Opportunity Management
- Sales Master Inquiry
- Customer Buying Trend Analysis
- Rewards Programs
- Campaign Management



Sales Management

- Quote and Order Management
- Mobile Sales
- Integrated eCommerce
- Counter Sales Integrated
- Credit Card
- Strategic Pricing



Product Management

- Product Data Management
- Import/Export Data
- Taxonomy
- Revision Control
- Manage Accessories and Substitutes
- Product Costing



eCommerce Solutions

- B2B and B2C Channel Support
- Full Integration
- Compelling Storefronts
- Mobile Access
- Real-Time Stock Levels
- Search Engine Optimization



Business Intelligence and Analytics

- Operational Reports/Dashboards
- Descriptive Analytics (Business and Financial User Reporting/Dashboards)
- Diagnostic Analytics (Scorecards/KPIs, Financial Planning)
- Predictive Analytics (Forecasting)
- Role Based Analytics and Business Intelligence
- Mobile Business Intelligence



Global Business Management

- Multicompany Management
- Multicurrency Management
- Multilingual Data Management
- Master Data Management
- Country-Specific Solutions



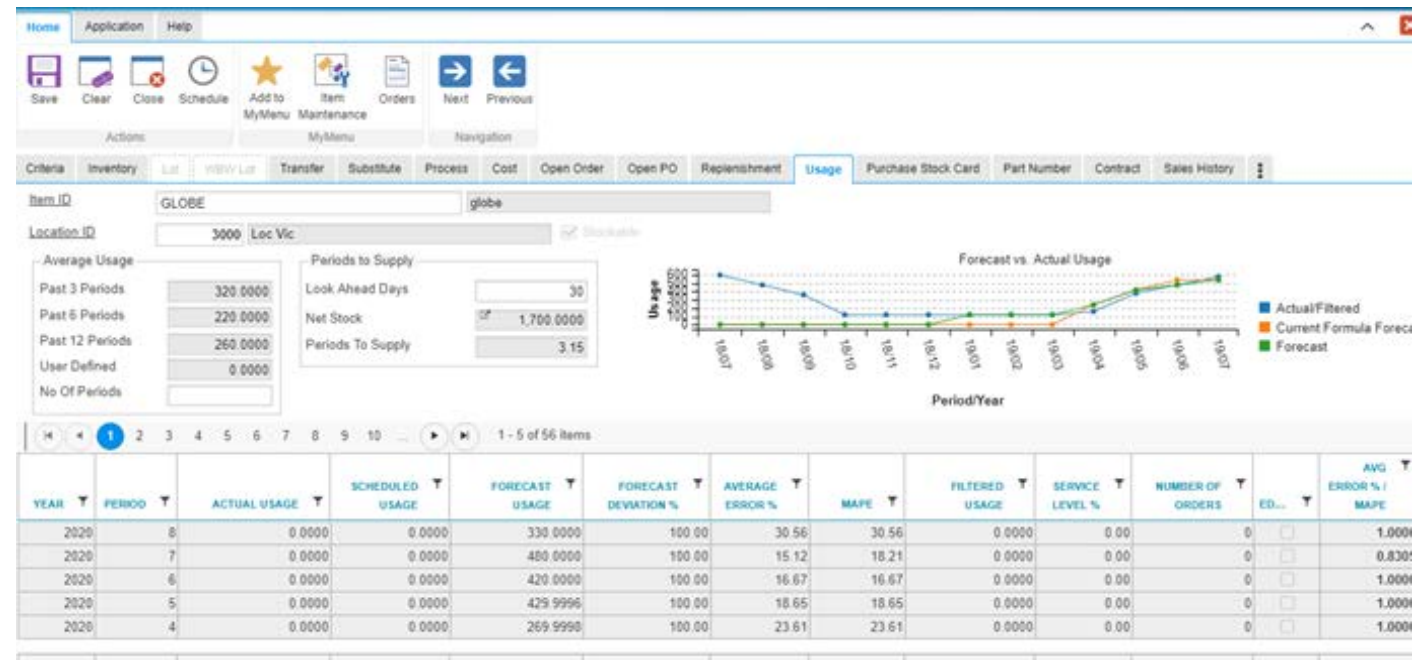
Business Architecture

- Cloud or On-Premises Deployment
- HTML5
- Angular JS
- Microsoft® .NET
- SQL Server®
- RESTful API
- Extensibility Toolset

Supply Chain Management

- Purchasing Management
- Advanced Demand Forecasting
- Automated Replenishment

- Inventory Optimization
- Warehouse Management
- Customer and Vendor Managed Inventory



Wireless Warehouse Management

- Receiving and Put-Away
- Pick, Pack, Ship
- Group and Zone Picking
- Inventory Movement
- Physical/Count Cycle Counting
- Wireless Workbench



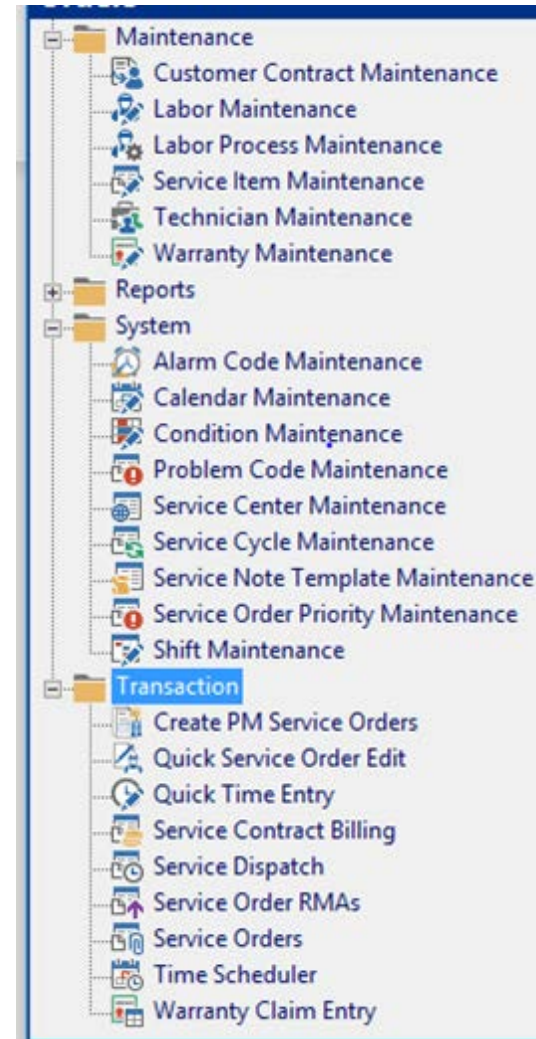
Sales Management

- Quote and Order Management
- Mobile Sales
- Integrated eCommerce
- Integrated Counter-Sales
- Strategic Pricing



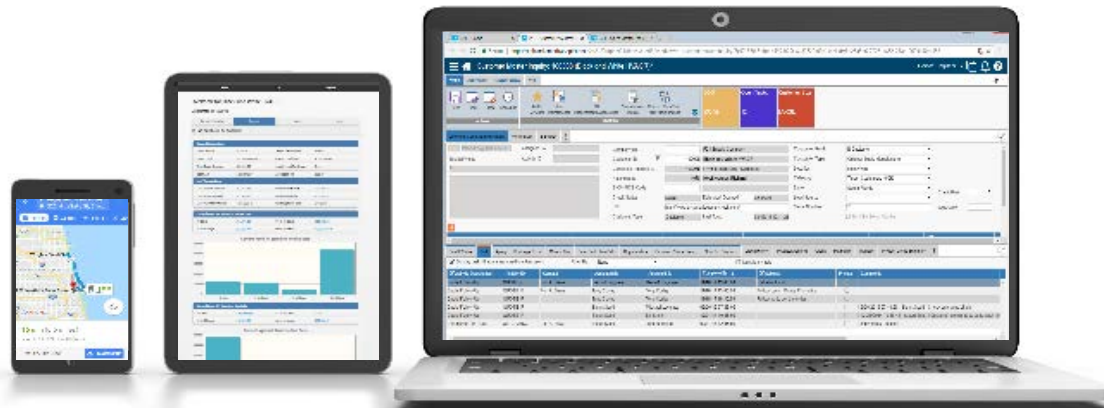
Service and Maintenance

- Service Call Center
- Service Order Management
- Service Contracts
- Scheduling and Dispatch
- Preventative Maintenance
- Warranty Tracking



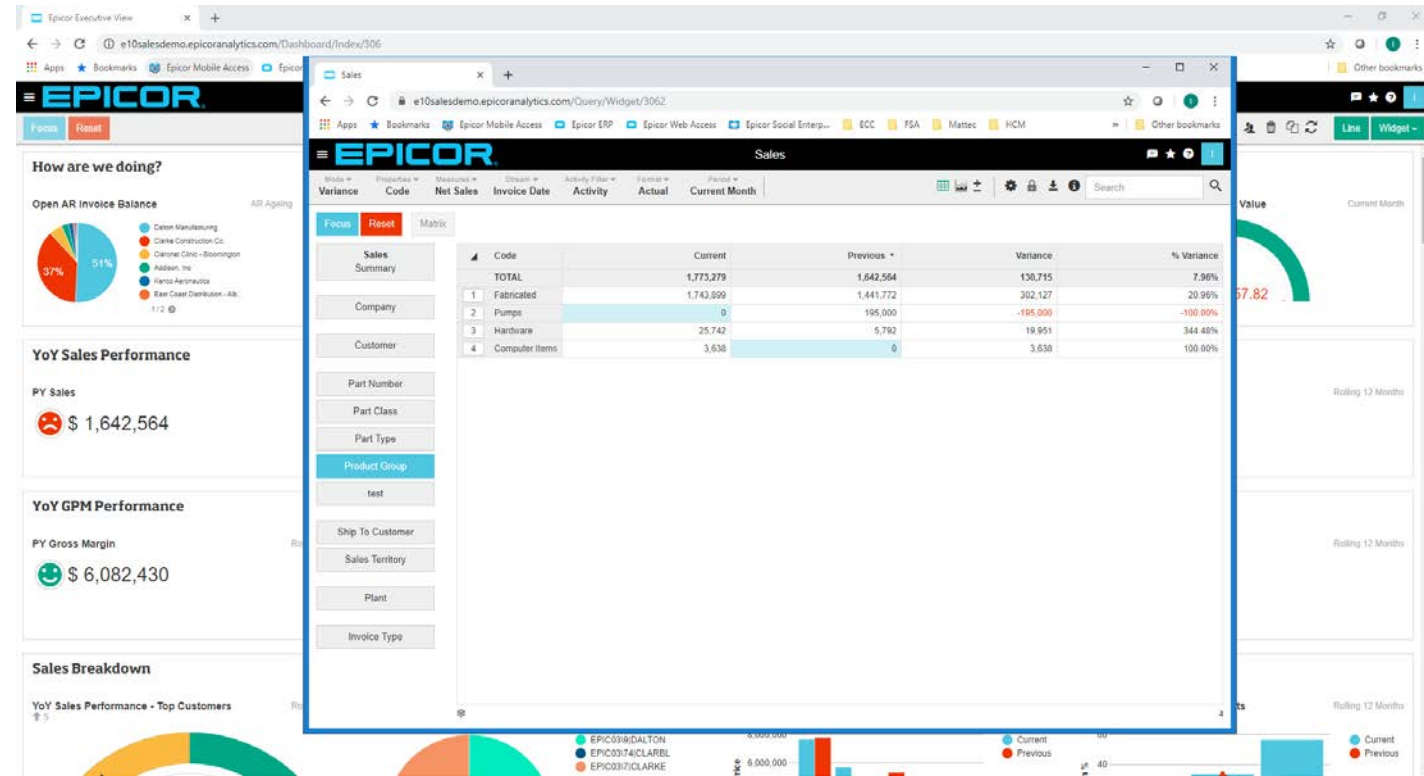
Customer Relationship Management (CRM)

- Contact Management
- Opportunity Management
- Sales Master Inquiry
- Customer Buying Trend Analysis
- Rewards Programs
- Campaign Management



Business Intelligence and Analytics

- Operational Reports & Dashboards
- Role Based Analytics and Business Intelligence
- Descriptive Analytics (Business and Financial User Reporting / Dashboards)
- Diagnostic Analytics (Scorecards/KPIs, Financial Planning)
- Predictive Analytics (Forecasting)
- Mobile Business Intelligence

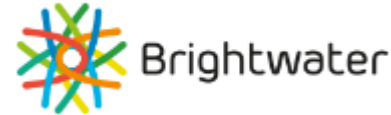


AGED CARE

Senior Living Solution (SLS)



We Know This Industry





Epicor Residential Care



Residential Care



Deployment Choice—Cloud



Deployment Choice—On Premises

Resident Management

- Resident Information
- Admission, Transfer, and Departure Management
- Trust Accounting
- Bond/RAD Management
- Online Claiming
- ACFI Management
- Clinical Care Integration

Billing

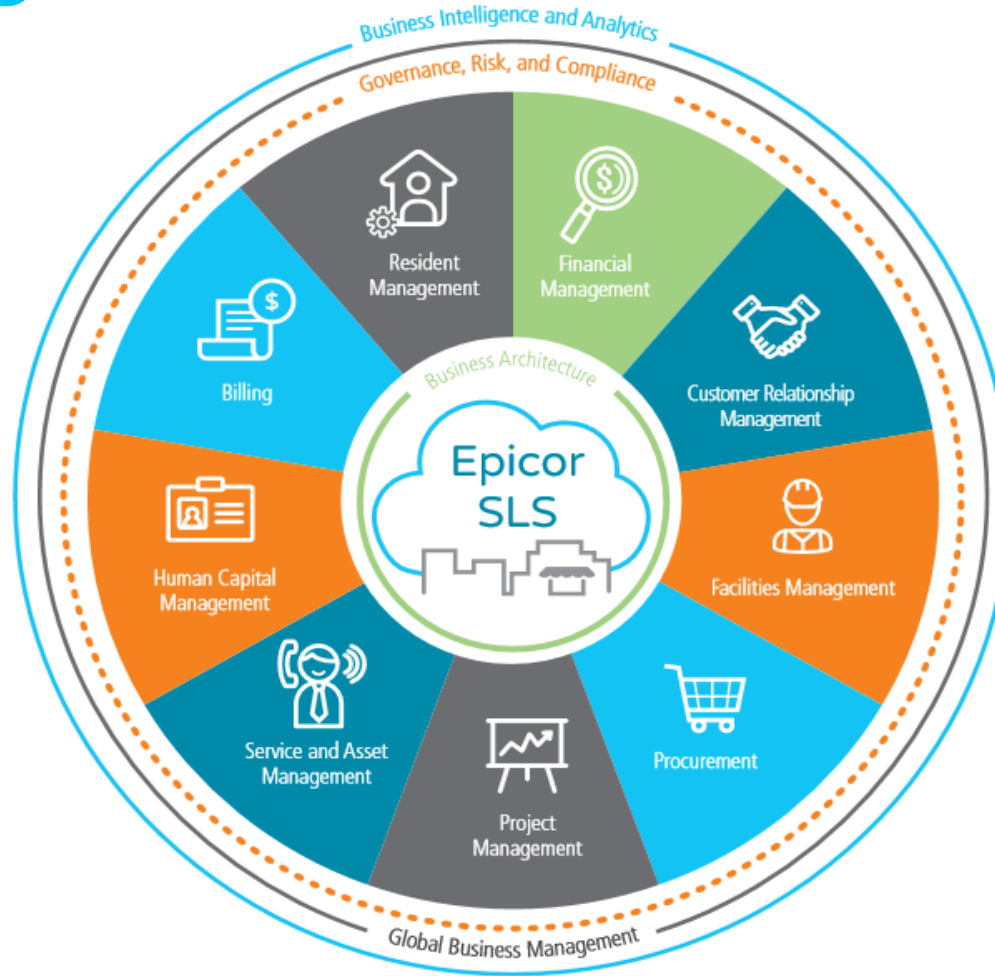
- Independent Living
- Aged Care Billing
- Expected Funding
- Funding Reconciliation
- Bond Retention
- Deferred Management Fees
- Community Care Billing
- Payment Reconciliation

Human Capital Management

- Core HR
- Global HR
- Candidate Self-Service
- Employee Self-Service
- Talent Management
- Training and Development
- Position Control
- Timesheets

Service and Asset Management

- Service Management
- Service Contract and Warranty Management
- Food/Catering Production Services
- Case Management
- Maintenance Management
- Field Service Automation



Financial Management

- General Ledger
- Financial Planning
- Accounts Receivable
- Credit and Collections
- Accounts Payable
- Rebates
- Tax Connect
- Cash Management
- Asset Management
- Advanced Financial Reporting

Customer Relationship Management

- Contact Management
- Waitlist Management
- Marketing Management
- Lead and Opportunity Management
- Case Management

Facilities Management

- Accommodation/Unit Management
- Maintenance Management
- Equipment Tracking

Procurement

- Purchase Management
- Requisition and Approval
- Supplier Relationship Management

Project Management

- Project Planning and Analysis
- Project Generation
- Project Billing
- Resource Management
- Contract Management
- Planning Contract
- Time Management
- Expense Management

Business Intelligence and Analytics

- Operational Reports/Dashboards
- Descriptive Analytics (Business and Financial User Reporting/Dashboards)
- Diagnostic Analytics (Scorecards/KPIs, Financial Planning)
- Predictive Analytics (Forecasting)
- Data Warehousing
- Role-Based Analytics and Business Intelligence
- Mobile Business Intelligence

Global Business Management

- Multicompany Management
- Multicurrency Management
- Global Multisite Management
- Multilingual Data Management
- Master Data Management
- Scalable Deployment
- Global Engines

Governance, Risk, and Compliance

- Corporate Governance
- Risk Management
- Security Management
- Business Process Management
- Global Trade Compliance
- Electronic Compliance Reporting Tool
- Environmental and Energy Management

Business Architecture

- Cloud Deployment
- Microsoft® .NET and SQL Server® Optimization
- Enterprise Experience
- Web Access, Mobile Framework
- Enterprise Query and Application Search
- Business Process Management
- Social Collaboration Platform
- Enterprise Content Management
- Electronic Compliance Platform
- Security Management
- Service Architecture, RESTful Services
- Business Integration and Orchestration Platform

Process Management

- Prospect Enquiries
- Opportunity Management
- Task Management
- Waitlist Management
- Admissions

Client Accommodation Entry

File Edit Tools Actions Help

Client Accommodation Entry

Detail Contact Billing Schedule Bond Loan Accommodation Payment Billing Detail

Client Accommodation... 47 Online Claiming Ready

Entry Details

Accommodation ... EAC-RM10

Client... Sibon001F Arthur Sibonis

Accommodation Type: Single Room with Ensuite

Care Type: Permanent Aged Care

Pre-Entry Leave Date:

Entry Date: 07-Jul-16

Orig Pre-Entry Leave Date:

Original Entry Date:

Accommodation Details

Address: Epicor Age
Room 10
459 Collins

City: Melbourne
State: VIC
Post Code: 3000
Country: AUS

Departure Details

Planned Departure / Date

Departure Date: Departure Reason:

Departure Description:

Accommodation Cleared Date:

Contract Management

- Client Contract Document Creation & Management

Client Accommodation Entry

File Edit Tools Actions Help

Client Accommodation Entry

Detail Contact Billing Schedule Bond Loan Accommodation Payment Billing Detail

Detail List Accommodation Payment History Accommodation Payment Refund

Accommodation Payment Details

Accommodation Details

Effective Date: 07-Jul-16

Accommodation Cost: 420,000.00

MPIR %: 6.01

Daily Accommodation Payment: 69.16

Inactive:

Payment Method:

Payment Type: Combination

Accommodation Contribution:

Agreed Accommodation Cost: 420,000.00

Lump Sum: 300,000.00

Periodic: 120,000.00

MPIR %: 6.01 Override

Daily Accommodation Payment: 19.75 Draw Down

Comments:

Payment Details:

Payment Received: 300,000.00

Outstanding: 0.00

Current Balance: 299,960.00

Payment Due Date: 07-Jan-17

RAD Rollover:

Rollover Type: Internal Rollover

Rollover Balance: 0.00

Refund Details:

Departure Notice Date:

Refund Due Date:

Probate/Letter Admin Date:

Actual Refund Date:

Refunded Amount: 0.00

Refund Interest Amount: 0.00

Comments:

Document1 - Word

FILE HOME INSERT DESIGN PAGE LAYOUT REFERENCES MAILINGS REVIEW VIEW Epicor Truong, Trami

RESIDENT AND ACCOMMODATION AGREEMENT RESIDENT

Resident and Accommodation Agreement

We offer Residential Care to care recipients in accordance with the Aged Care Act. This Agreement sets out:

- the particulars of the care and services we will provide to you at the facility you want to enter,
- the fees and charges you may be required to pay, and
- the terms and conditions regulating the relationship between you and us.

Your Personal Details	
Name (You/Care Recipient)	Arthur Sibonis
Date of Birth	23/04/1934 00:00:00
Current Address	Epicor Aged Care Room 10 Melbourne VIC 3000
Billing Address	Epicor Aged Care Room 10 459 Collins Street Melbourne VIC 3000
Emergency Contact	Name: Angela Argyros
	Address: 92 Market Street East Malvern, VIC 3155
	Phone Number(s): 02 8783 8993 0412 893 773
Representative(s) (if any) (eg. enduring power of attorney, guardian, administrator, financial manager)	Authority:
	Name:
	Address:

Records Management

- Accommodation Management
- Client Records

The screenshot displays the 'Client Maintenance' window for 'Arthur Sibonis'. The interface is divided into a left-hand navigation pane and a main data entry area. The navigation pane shows a tree structure under 'Client' with sub-items: Arthur Sibonis, Bank (1), Attachments (3), Applications (2), Client DocStar Docs (1), Contracts, Department Notices, Letters, Other, and Contact (4). The main area has a 'Client Maintenance' title bar and a menu bar (File, Edit, Tools, Actions, Help). Below the menu is a toolbar and a search field containing 'Arthur Sibonis'. The main content area is organized into several sections:

- Client Information:** Includes a 'Client...' dropdown set to 'Sibo001F', a 'Name' field with 'Arthur Sibonis', 'Preferred Name', 'Customer Type' (Customer), 'Billing Type' (Fee Billing), and 'Client Type' (Client). There are also buttons for 'Change ID...', 'ACAT', 'ACFI', 'Bank Details', 'Medicare MDS', 'Residency', and 'Contacts'.
- Name:** Fields for 'First Name' (Arthur), 'Middle Name', 'Last Name' (Sibonis), 'Title' (Mr), and 'Reference Code' (122333444).
- Client Address:** Fields for 'Address' (Epicor Aged Care, Room 10, 459 Collins Street), 'City' (Melbourne), 'State' (VIC), 'Postal Code' (3000), and 'Country' (AUS). Includes an 'Exclude from address validation' checkbox.
- Phone:** Fields for 'Phone' (03 9888 8881), 'After Hours', 'Cell' (0412 893 900), 'Fax' (03 9856 2662), and 'Email' (andrewa@epicorsi.americas.epicor.net).
- Print Options:** A 'Statements' checkbox is checked.
- Territory:** 'Territory' is set to 'Epicor Aged Care', and 'Territory Locked' is checked. A 'Get Territory...' button is present.
- Inactive:** An 'Inactive' checkbox is unchecked, with an 'Inactive' button next to it.

A photo of Arthur Sibonis is displayed on the right side of the form, with a 'File...' button and the filename 'ResidentMale3' below it.

Accounts Management

- Refundable Accommodation Payments
- Accommodation Bonds
- Funding Management & Claiming
- Billing Management
- Collections

The screenshot displays the 'Client Accommodation Entry' software interface. The main window title is 'Client Accommodation Entry' and it includes a menu bar with 'File Edit Tools Actions Help'. Below the menu bar is a toolbar with various icons and a search field containing the number '23'. The interface is divided into several sections:

- Client Accommodation Entry** (Header)
- Detail Contact Billing Schedule Bond Loan Accommodation Payment Billing Detail** (Navigation tabs)
- Detail List Bond Payment History Bond Refund Bond Comments** (Sub-navigation tabs)
- Bond Details:**
 - Effective Date: 01-Jun-14
 - Agreed Bond: 400,000.00
 - Bond Type: Lump Sum
 - Bond Due Date: [Dropdown]
 - Bond Received: 0.00
 - Bond Outstanding: 400,000.00
 - Inactive:
- Detail:**
 - Lump Sum: 400,000.00
 - Periodic: 0.00
- Current Facility:**
 - No. Mths Ret. Billed: 7
 - Total Ret. Billed: 2,374.00
 - No. Mths Ret. Payable: 53
 - Total Ret. Payable: 18,523.50
 - Bond Less Retentions: 397,626.00
 - Other Charges: 0.00
 - Current Bond Balance: 397,626.00
- Bond Paid:** (Red button)
- Bond Rollover:**
 - Rollover Type: [Dropdown]
 - External Bond: 0.00
 - Rollover Balance: 0.00
 - No. Mths Ret. Paid: 0
 - Mthly Ret. Amt: 0.00
 - Retention Paid: 0.00
- Bond Refund Details:**
 - Departure Notice Date: [Text Field]
 - Refund Due Date: [Text Field]
 - Probate/Letter Admin Date: [Text Field]
 - Actual Refund Date: [Text Field]
 - Refunded Amount: 0.00
 - Refund Interest Amount: 0.00



Epicor Community Care



Community Care



Deployment Choice—Cloud



Deployment Choice—On Premises



Billing and Funding

- Talent Management
- Training and Development
- Position Control



Reporting & Purchasing

- Case Management
- Maintenance Management
- Field Service Automation



Purchasing

- Job Management
- Advanced Production
- Kanban Lean Production



Mobile MSI App

- Purchase Management
- Supplier Connect
- Supplier Relationship Management
- Inventory Management



Service Delivery (MSI)

- Rostering
- Master Production Scheduling
- Smart Demand Planning
- Resource Requirements Planning



Customer Relationship Management

- Global Engines
- General Ledger
- Financial Planning
- Accounts Receivable



Client Management

- Contact Management
- Customer Connect
- Marketing Management
- Campaign Connect



Budget Planning

- Estimate and Quote Management
- Order Management
- EDI/Demand Management



Service Planning

- Bill of Materials
- Routings
- Change Control

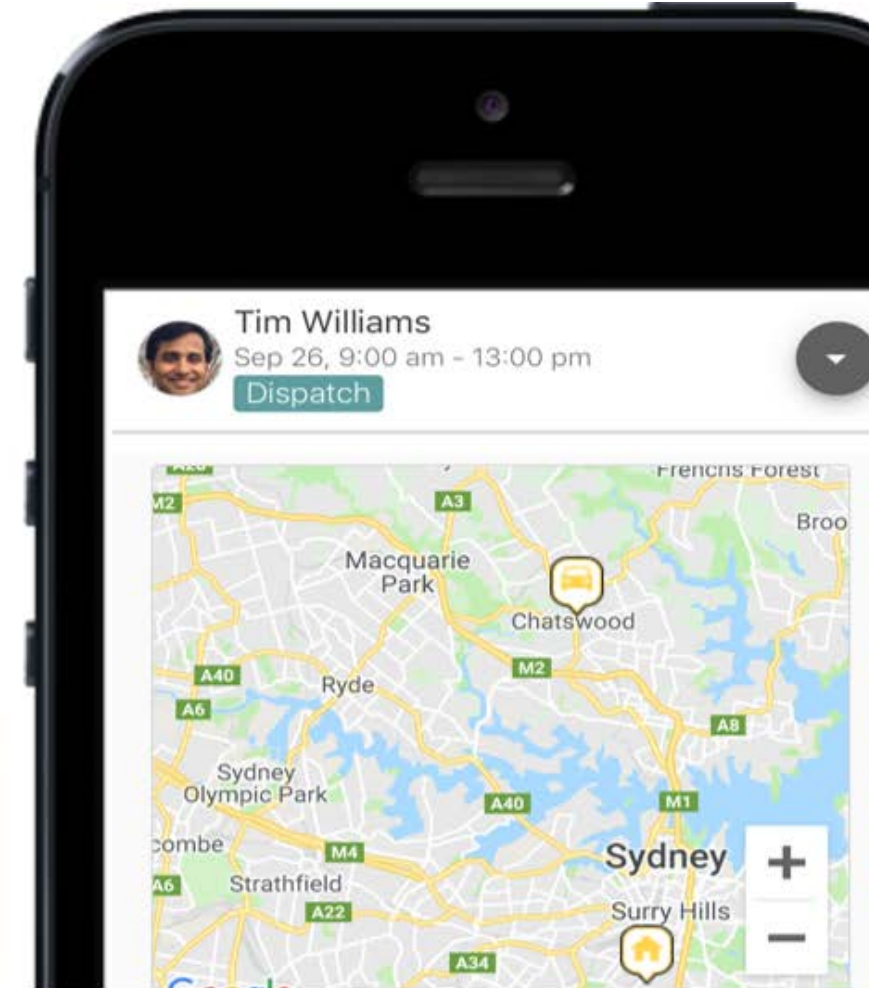
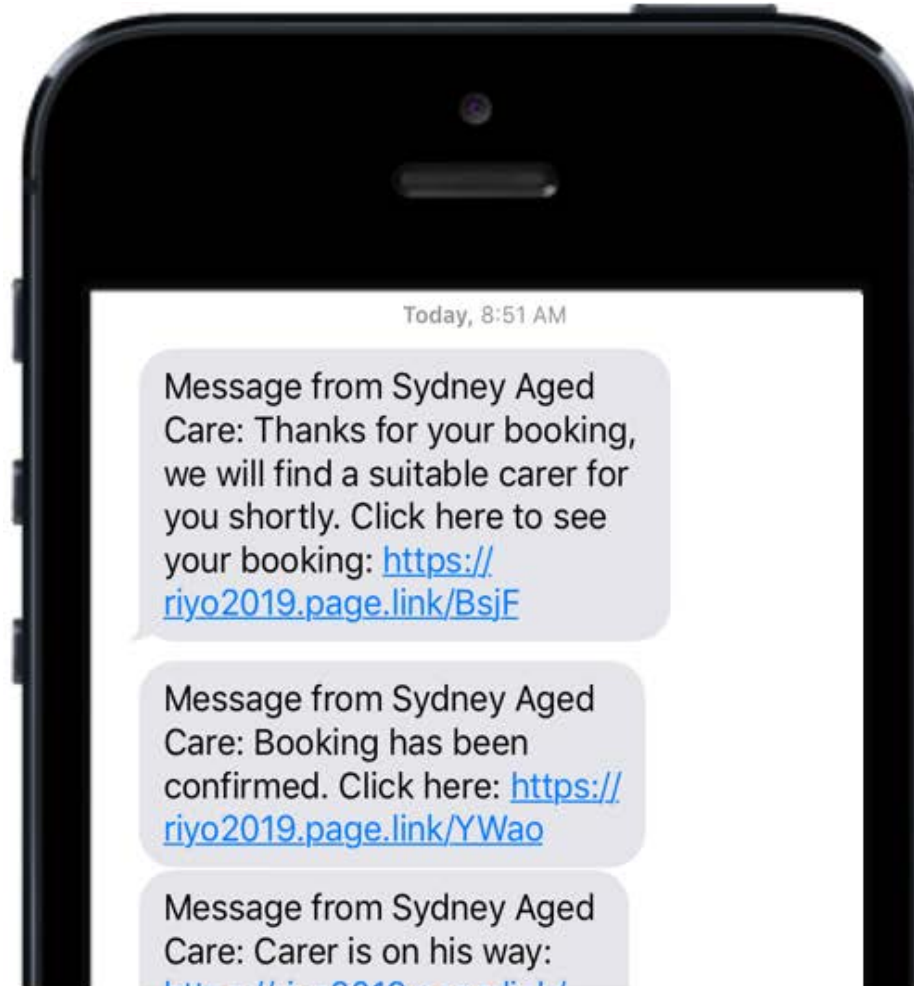


Visits and Timesheets

- Project Planning and Analysis
- Project Generation
- Project Billing
- Resource Management

Community Care - Operational Dashboards

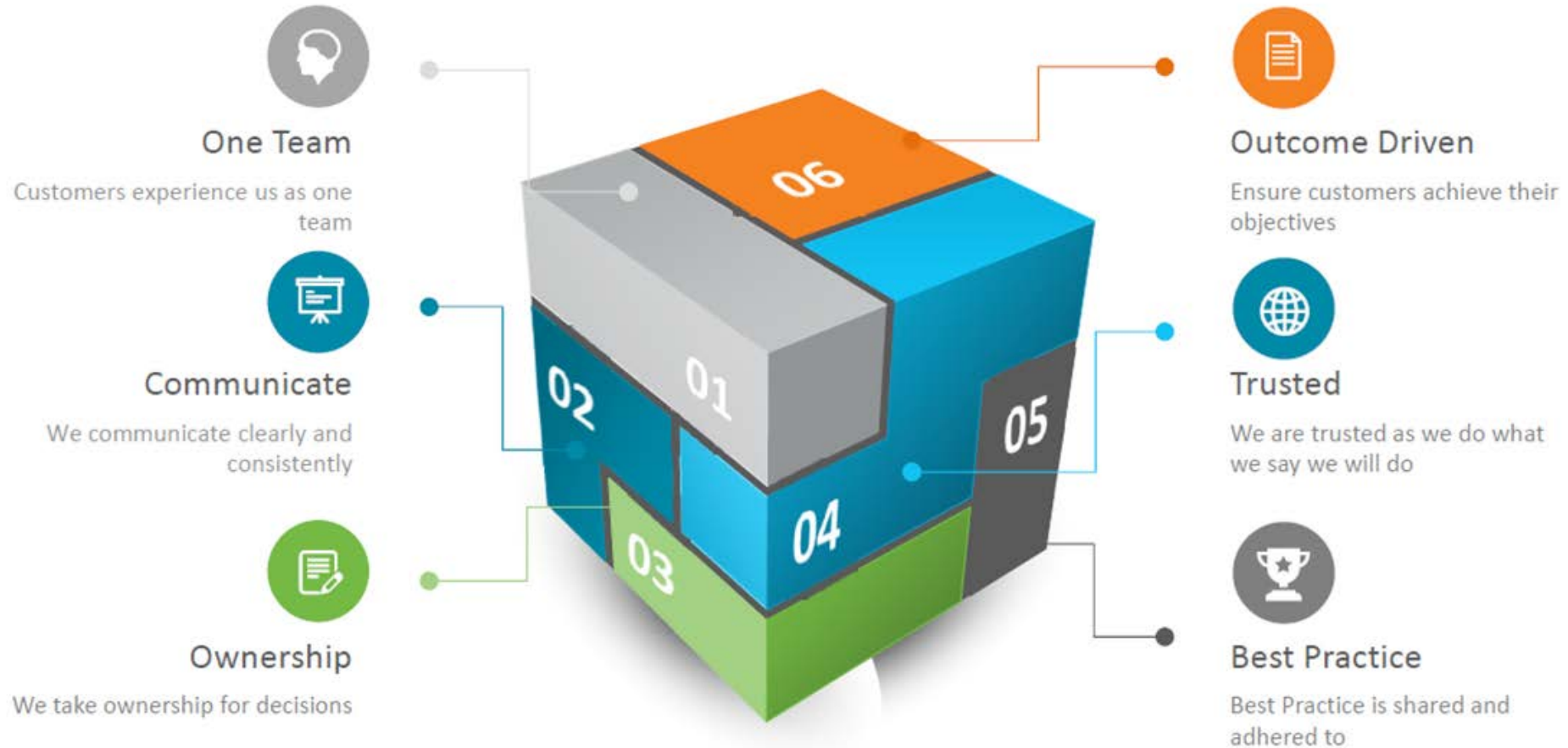
- Client Records
- Rostering
- Mobility – Carer
- Mobility - Client





Professional Services

The Epicor Way for Professional Services



Building the Implementation A-Team

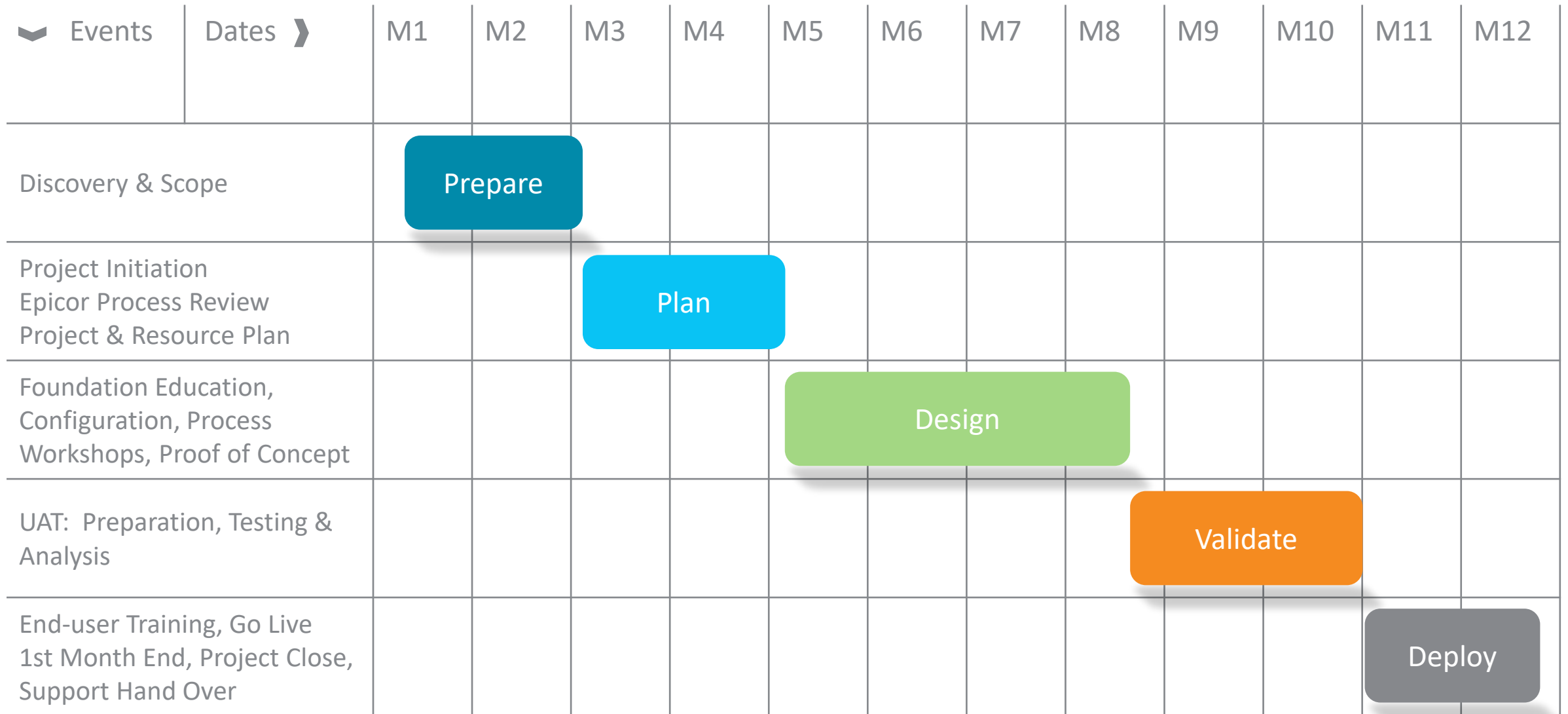
- ▶ Epicor Consulting offices in Sydney, Melbourne & Auckland, supported by global network of 800 Epicor Consultants
- ▶ Centres of Excellence in Melbourne as well as KL and Bangalore
- ▶ ANZ Implementation Partners in Brisbane, Melbourne, Sydney, Nadi, Suva, Newcastle, Perth and Auckland increase our local accessible talent pool to ≈80 Epicor Consultants
- ▶ Global Implementation Partners enable us to scale our business to 2,500 to meet the demands of our customers




Epicor ANZ Professional Services



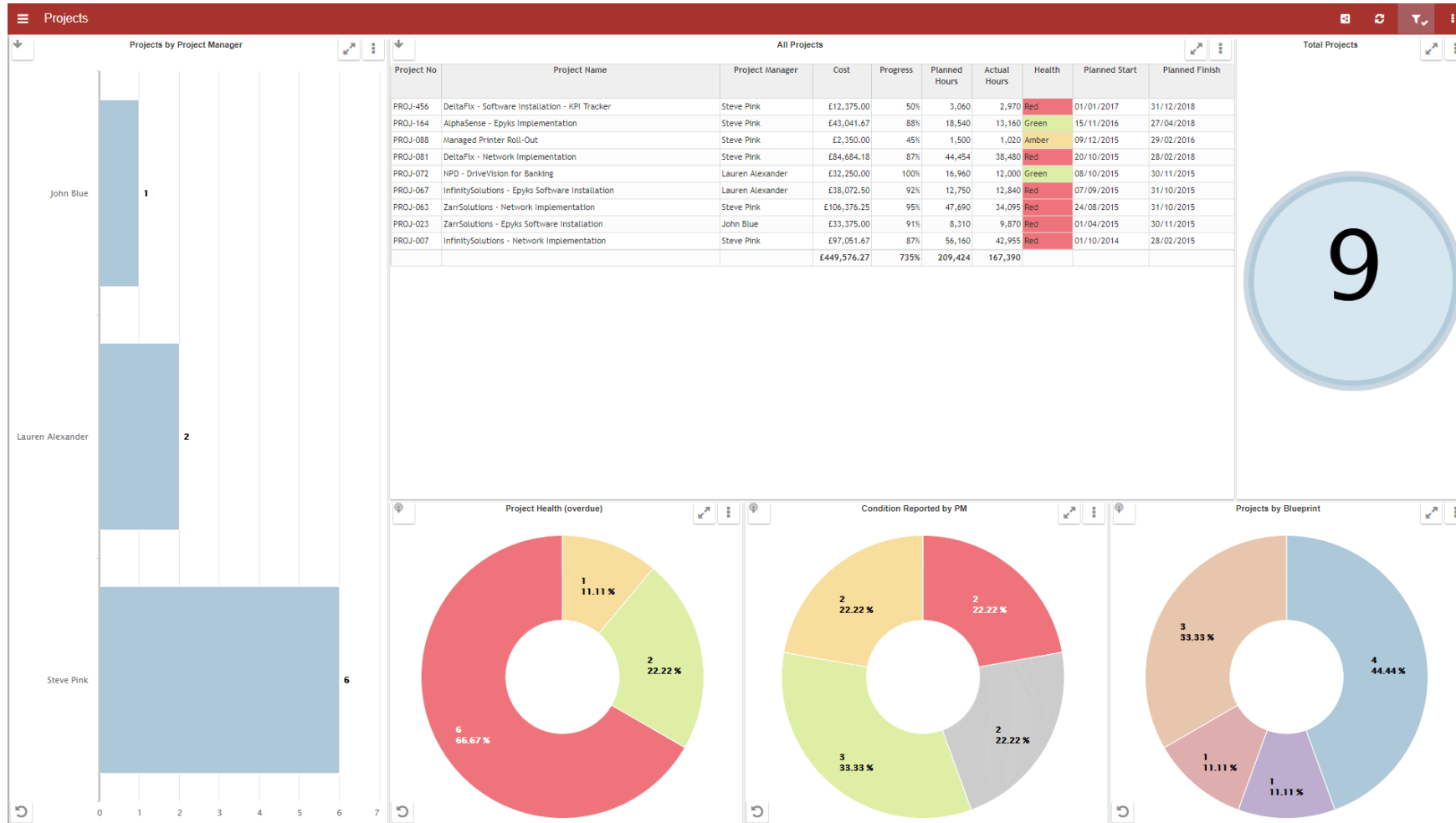
Signature Project Timeline and Effort



Rapid Deployment Project Timeline and Effort

Events	Dates	M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11	M12
Choose Deployment Bundles Prepare Playbook Build Base System		Prepare											
Build on Base System Agile Delivery Personalise and Shape Customer Collaboration			Deliver 										
Solution UAT Data Verification User Training					Accept								
Cutover Plan Activation Go live Assistance Period End closure Continuous Improvement							Deploy						

Collaborative PSA



Epicor Professional Services Value Proposition

- ▶ Highly skilled and accredited local implementation team, supported by global Epicor network
- ▶ Tried and tested implementation methodologies with supporting tools and templates
- ▶ Tailored approach depending on client's requirements and bandwidth to engage
- ▶ Epicor develops, sells, implements and supports our own products

Questions



Influencer Webinar

Industry Specific ERP Solutions

Thursday, 16 July

