

The Competitive Advantage Of Mobility

How mobile access helps distributors provide the best service—smarter, faster, and leaner



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Mobile access can help distributors provide the best service.
Learn more in this eBook. <http://www.epicor.com/mobilityadvantage.aspx>
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The mobile work opportunity

It's no secret that mobile devices are now integral to our working lives, replacing the traditional desk as we do more of our work on the move or from home. Mobile devices increasingly enable businesses like yours to operate more efficiently and grow faster than ever before by connecting workforces spread across cities, states, provinces, and countries.

Since mobile devices are so commonplace in our personal lives, we expect the same functionality in our work lives. This has become a challenge for distributors. In particular, many distributors are seeing rising expectations among their customers for faster and better service, wherever they—or their customers—are based. To meet these expectations, you need to ensure that your employees— wherever they are—can access your business system, and communicate quickly and efficiently with customers and employees at other locations.

Mobile access to your ERP System

An ERP system that provides mobile access can help you meet these challenges. In this eBook, we'll look at the different ways mobile access can help you deliver the best possible service to your customers and improve operational efficiencies, while your employees work smarter and faster.

“56% of Best-in-Class organizations enable access to ERP on mobile devices for employees.”

Source: Mobile ERP: Taking ERP ROI Into Your Own Hands, August 2014, Aberdeen Group.



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Learn how mobility keeps distributors competitive and helps exceed customer expectations. <http://www.epicor.com/mobility-advantage.aspx> #Epicor #eBook

Give customers what they want, instantly

Get to know your customers

Mobile access to your ERP system allows your sales team to accurately capture and update customer information in the field. With this more complete view of the customer, your organization can have deeper insight into customer needs, providing improved customer service without “second guesses.”

Customer service is a key differentiator for distributors everywhere. So, giving your customers accurate information on demand and quickly responding to their needs is essential for your business competitiveness. Giving your field teams mobile access to your ERP system meets both of these goals—accuracy and responsiveness.

“Organizations with mobile ERP are 138% more likely to have a fully integrated view of all customer information.”

Source: Mobile ERP: Taking ERP ROI Into Your Own Hands, August 2014, Aberdeen Group.

Make the customer feel special

If your sales team can access the latest prices and lead times from their smartphones and tablets, they can provide better service to your customers. The most sophisticated solutions allow a salesperson to change a customer’s order on the move, so the office can react to those changes instantly—giving the customer a service that feels truly personalized.

Mobile access to ERP decreases the chances of incorrect order submissions and reduces error-strewn quotes. Corrections are faster and response times to change orders are improved. Mobility, in this way, impacts customer satisfaction by greatly reducing mistakes.



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Mobile access to ERP drives customer satisfaction by reducing mistakes. <http://www.epicor.com/mobility-advantage.aspx>
#Epicor #eBook #ERP #mobility

Make business decisions faster

As the pace of business accelerates, making business decisions more quickly often means the difference between winning and losing a business opportunity.

Whether reacting to an unexpected customer request or pursuing a new business account, mobile access to your business system will help your organization move faster and make better-informed decisions.

Fast, effective communication and collaboration

An ERP system that lets your employees access communication and collaboration tools via a mobile device can help them work together effectively—wherever they are—and even help your business reduce costs as it grows.

Flexibility and consistency

Typically, the mobile devices your workforce uses run a variety of operating systems, especially if you have a bring-your-own-device (BYOD) policy. A best-in-class business system will provide a secure, consistent, and enjoyable user experience across all operating systems, and enable your employees to work productively with whatever devices feel natural to them.

“Organizations with mobile ERP saw a 17% improvement in the cycle time of key business processes over the past 12 months.”

Source: Mobile ERP: Taking ERP ROI Into Your Own Hands, August 2014, Aberdeen Group.



Enhance sales productivity with the right tools

Often, mobile workers access an ERP system through a single interface. Multiple screens, input, and access methods along with complex workflows can only slow down your work. Simplify this process with a suite of dedicated mobile tools that interact efficiently with your ERP system.

With single-purpose apps that share a common user interface, workflows become smoother, simpler, and more uniform across your field teams, which can result in increased productivity and efficiency among your workforce.

Information on demand

Working effectively on the move doesn't mean just having access to information—it also means having the tools to act on that information. The right ERP system will enable your employees to use a range of collaborative and social tools on their mobile devices to work more effectively, and boost business responsiveness and overall performance.

“Use of mobile technology empowers the workforce. Rapid access to information and applications enables people to operate more efficiently and comfortably with a greater sense of job satisfaction.”

Source: Mobile Applications Add Flexibility for Manufacturing, 2014, Ventana Research.



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The right ERP system gives employees collaborative & social tools on their mobile devices. <http://www.epicor.com/mobilityadvantage.aspx> #Epicor #eBook



Your Business—Mobilized

In this ebook you've seen that mobile access to your business system can help grow your business through:

- ▶ the competitive advantage of more responsive, personalized service Improve operational **efficiency**
- ▶ evolving into a leaner, more-**efficient** distributorship
- ▶ **productivity** gains and fast, accurate decision-making

If your distributorship is ready for the improved responsiveness, efficiency and productivity that mobility can provide, contact us for more information.

Epicor 40 years of distribution experience can help guide your mobile evolution and adapt mobility to your business needs. More information follows on Eclipse and Prophet 21, our two leading distribution business systems.

Epicor Prophet 21[®] Mobile Sales

Prophet 21 Mobile Sales improves sales productivity with fast, real-time customer information. Your sales and support team can now view, create, and edit customer information within Prophet 21 from wherever they have an Internet connection.

Customer contacts, orders, billing status, product stock, pricing, and location availability display in a browser-based application for tablets and other mobile devices.

With Mobile Sales for Prophet 21, sales personnel can better accommodate their customers and their sales managers. Detailed customer overviews are easily visible in this application to better predict the sales pipeline and support bid analysis.

Prophet 21 Mobile Sales is a technology independent, browser-based application and works on Apple[®], Microsoft[®] or Android[™] platforms without updates from an app store.

Your field teams can now provide your customers with more responsive and reliable service, no matter where they are working.

“Epicor understands distribution.
They get it...and that’s why
Prophet 21[®] works.”

David Baxley, Executive Vice President | Central Wholesalers, Inc.



Epicor Eclipse™ Mobile

Eclipse Mobile provides powerful CRM tools connected directly to your ERP so your field sales team and other remote employees can do more—view sales activity logs, enter new activities, and update opportunities. The application makes it easy to view, create, and edit commonly-used customer information within Eclipse, such as customers, contacts, accounts receivable, pricing, products, and branch availability.

Now, you can effectively manage your accounts with real time visibility into existing bids and orders or create new ones and not skip a beat while accessing your messages, job queues, and on-hold reports anytime, anywhere there is an Internet connection.

Eclipse Mobile simplifies information lookup with a single search field that scans multiple sets of data—all from the same screen. Use the mobile search to add items to a customer's shopping cart, or duplicate an existing bid or order to a new cart. Salespeople can also attach line item comments, update pricing, and enter shipping instructions.

Eclipse Mobile is a technology independent, browser-based application and works on Apple, Microsoft or Android platforms without updates from an app store.


All of the information your sales and support people need is now in the palm of their hand.

“Eclipse Mobile has brought us a simple but powerful customizable CRM solution to record and track customer activities, allowing our outside sales team to connect with real time data and share relevant sales information on their accounts with our entire company quickly and easily. Our customer and contact data has never been as complete or current.”

Valerie Conforti | Systems Information Manager | ECLIPSE Project Specialist | Johnston Supply, Kenilworth, NJ

If your ERP isn't giving you the up-to-date mobile service your customers want, we should talk. Interested in learning more?

Contact us at:

 +1.800.776.7438

 distribution@epicor.com

 www.epicor.com

 [Explore the Virtual Tour](#)

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.



Contact us for more information on Epicor Products and Services

+1.800.776.7438 distribution@epicor.com www.epicor.com

Corporate Office
804 Las Cimas Parkway
Austin, TX 78746
USA
Toll Free: +1.888.448.2636
Direct: +1.512.328.2300
Fax: +1.512.278.5590

Latin America and Caribbean
Blvd. Antonio L. Rodriguez #1882 Int. 104
Plaza Central, Col. Santa Maria
Monterrey, Nuevo Leon, CP 64650
Mexico
Phone: +52.81.1551.7100
Fax: +52.81.1551.7117

Europe, Middle East and Africa
No. 1 The Arena
Downshire Way
Bracknell, Berkshire RG12 1PU
United Kingdom
Phone: +44.1344.468468
Fax: +44.1344.468010

Asia
238A Thomson Road #23-06
Novena Square Tower A
Singapore 307684
Singapore
Phone: +65.6333.8121
Fax: +65.6333.8131

Australia and New Zealand
Suite 2 Level 8,
100 Pacific Highway
North Sydney, NSW 2060
Australia
Phone: +61.2.9927.6200
Fax: +61.2.9927.6298

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