

Epicor Prophet 21: What to Expect From Implementation

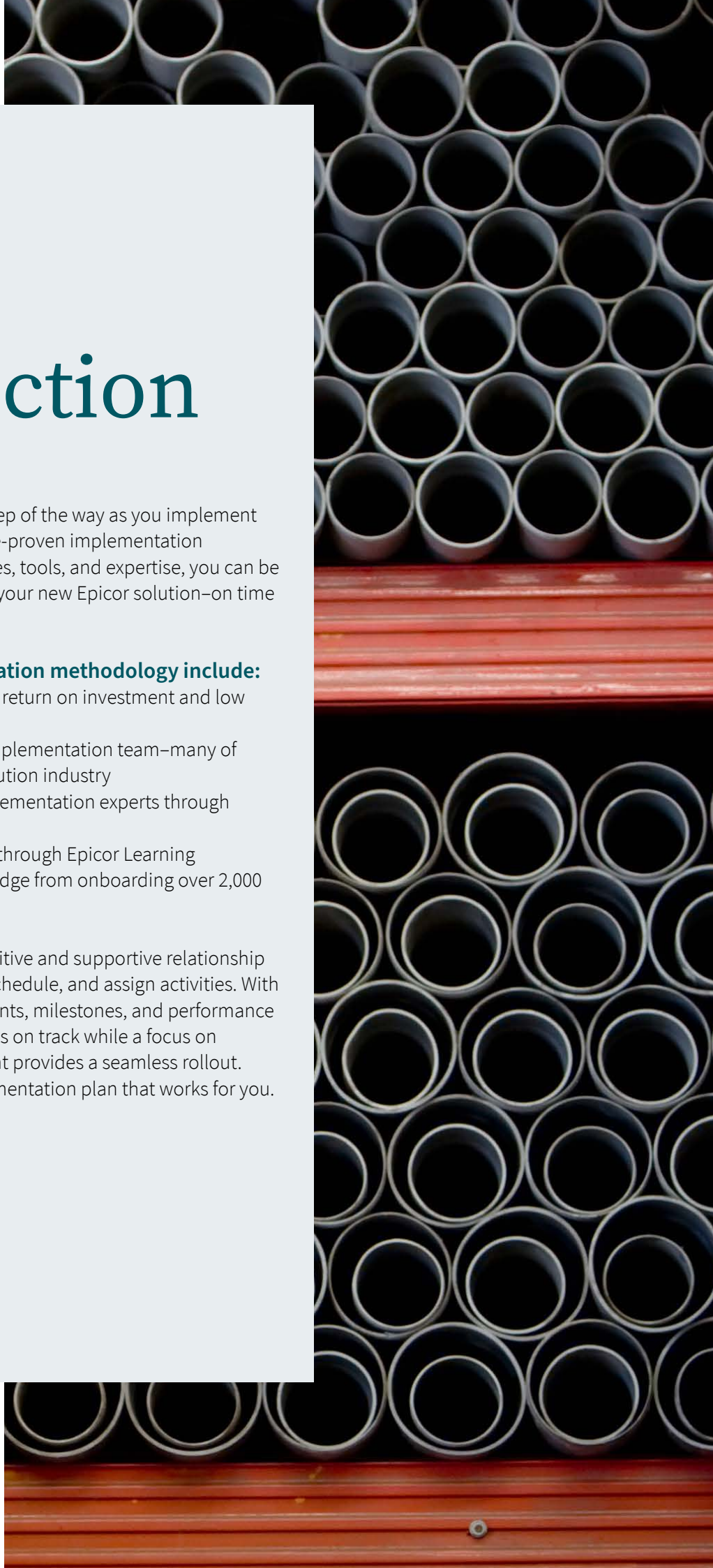
Introduction

We are here to support you every step of the way as you implement your new ERP system. With our time-proven implementation methodology and valuable resources, tools, and expertise, you can be confident of a smooth transition to your new Epicor solution—on time and within budget.

The benefits of our implementation methodology include:

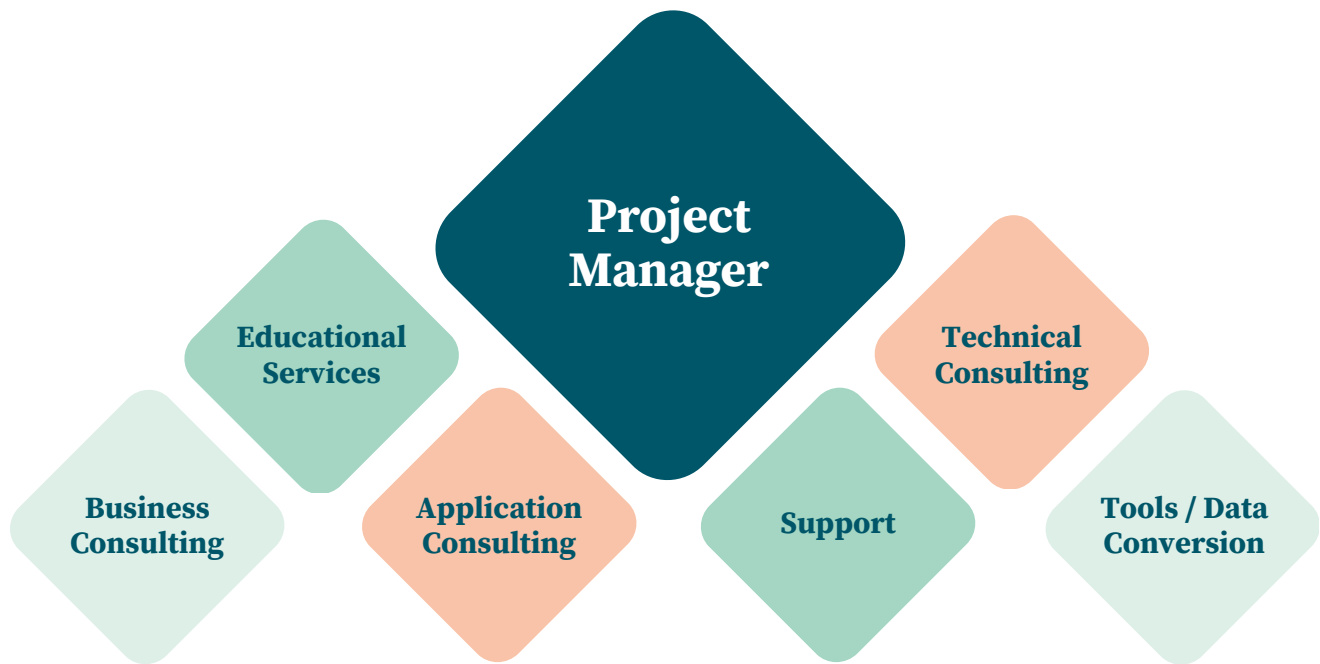
- Quick implementation with rapid return on investment and low total cost of ownership
- Continuous support from your implementation team—many of whom have worked in the distribution industry
- Instant communication with implementation experts through EpicWeb
- Access to rich learning resources through Epicor Learning
- Decades of deep industry knowledge from onboarding over 2,000 distribution customers

We are committed to building a positive and supportive relationship with your business as we identify, schedule, and assign activities. With carefully considered verification points, milestones, and performance metrics, we ensure your project stays on track while a focus on leadership and change management provides a seamless rollout. Together, we will develop an implementation plan that works for you.



Your Project Management Team: Committed to Your Success

Epicor Team / Roles



Always supportive and connected, your project management team will be on-hand to guide you through every step of the implementation process. With their help, you will soon realize all of the benefits of your powerful distribution management software.

Meet Your Project Management Team

Implementation Project Manager: Your Implementation Project Manager—your most trusted advisor and key contact at Epicor—works in partnership with your internal Project manager to coordinate implementation phases and direct completion.

Accountable to Epicor’s top-level management, your Implementation Project Manager will ensure your project is delivered on time, on budget, and within scope.

Application Consulting: Application consulting unlocks the full value of Epicor® Prophet 21® by consulting on system functionality and best practices.

Business Consulting: Business Consulting guides you on your path to increased productivity, lower costs, and continuous improvement by leading on change management and Lean principles.

Technical Consulting: Technical Consulting transforms how your business uses technology by consulting on software installation and network configuration.

Support: The Support team offers responsive, personalized support on any issue.

Tools & Data Conversion: Tools & Data Conversion take a meticulous approach to data mapping, importing, and setting up reports and forms to ensure your solution works with precision and efficiency.

Epicor Learning: Epicor Learning provides a wide range of expertly-designed courses that will get you up to speed on every aspect of the product.

What You Can Expect from the Implementation Process

A Change Management Mindset

Our implementation methodology is based on change management principles. Leaders are given the skills they need to lead by example and role-model their transformative vision. You know how your employees will be affected by the change, enabling you to communicate expectations with full transparency, creating advocates instead of resisters to change.

An application consultant will help identify inefficiencies and provide solutions to mitigate them with Epicor Prophet 21, allowing you to create new value-added services, revenue streams, and better customer experiences.

Benefits of Adopting a Change Management Mindset

- Supports a seamless transition from previous processes to new technology-enabled procedures
- Focuses on the individual, getting employees engaged from the beginning
- Provides you with a practical toolkit for enacting change and re-shaping culture
- Promotes clear and transparent communication at all levels

Our Time Commitment

Your Implementation Project Manager will always be on-hand to answer questions or resolve issues, ensuring you have what you need to manage this implementation with confidence. In addition, your project manager will:

- Conduct status meetings.
- Share status reports with your project team, executive sponsors, and Epicor leadership.
- Ensure executives are aware of and aligned with the progress, obtaining signatures from each sponsor at designated milestone reviews.

Your Time Commitment

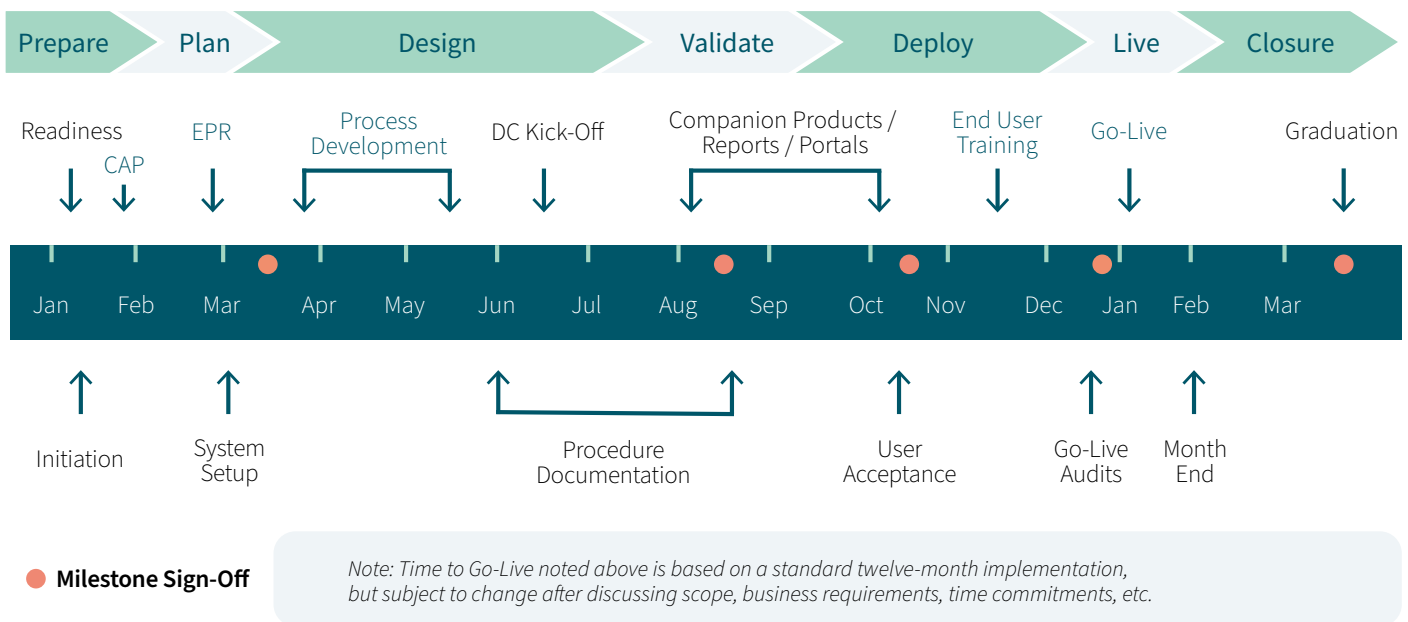
To ensure your implementation remains on task and within budget, your project manager can expect to dedicate approximately 80% of their time to the implementation process, which may mean delegating their daily responsibilities during implementation.

The remaining core members of the project team can expect to spend an average of three to seven hours per week on implementation, with data conversion and IT leads requiring the most significant time commitment.



Your Path to Implementation

Execution: Key Milestones and Assumptions



Our mission is to get you the highest return on your investment in Epicor Prophet 21. By following the steps outlined below, you can get your system up and running as quickly and cost-effectively as possible.

Stage 1 and 2: Preparing and Planning

During the Preparation and Planning phases, we define the fundamentals: problems to solve, stakeholders involved, and steps to take. We provide Change Acceleration Process (CAP) workshops that provide extra guidance for accelerating time to value.

The CAP Workshop: Turbocharging Implementation Speed





The two-day CAP workshop provides you with a set of principles and tools to accelerate implementation and increase the success of your organizational change.

The Workshop addresses common pitfalls to get you to where you want to go faster¹ and help convert the most ardent doubters and skeptics² into Epicor Prophet 21 evangelists. The CAP Workshop is one aspect of our implementation process that gets the most positive feedback, consistently scoring a 10 out of 10³ in customer satisfaction surveys.

Stage 3: Design

Get Actionable Insights and Recommendations

In the design phase, your core project team will join forces with Epicor consultants and subject matter experts for the process development. Part education, part discovery, and part gap analysis, we take an in-depth look at your existing business processes and make recommendations based on the procedures we have designed over thousands of successful Epicor implementations.

Foundational Learning: Start Learning the Ropes

Foundational learning helps you get familiar with Epicor Prophet 21's processes and how they fit into your business operations. With instructor-led and self-study courses, and the support of your Implementation Project Manager, you will spend time getting to know the system's user interface, standard functionality, and core workflows.

Before setting up your core databases and key system parameters, we analyze processes identified in the review, and document end-user procedures. This additional effort lets us develop bespoke procedures and configure Epicor Prophet 21 to best fit your business.

System Set-Up: Optimizing Epicor Prophet 21 Just For You

The system set-up involves configuring Prophet 21 for your organization based on use cases outcomes and end-user procedures.

¹ "CAP helps us operationalize change techniques to get us to where we're going quicker...I would recommend the CAP workshop to other companies...I feel like I can take what I learned and apply it to my business and job." Quote from a Workshop attendee.

² "The biggest benefit was the change I saw in doubters over the course of the workshop...I think everybody should do this...The whole workshop was beneficial." Quote from a Workshop attendee.

³ Based on a scale of 1-10 using 2016-2021 feedback.

Stage 4: Deploy

Go-Live Plan: Every Angle Covered

We will work with your implementation team to establish a straightforward, but highly-detailed, Go-Live Plan. With a critical path that outlines every activity and mitigates risks, you can rest assured that your implementation project manager has accounted for every eventuality.

User Acceptance Testing: Validating the Solution Meets Your Needs

Through user acceptance testing, we will guide you as your team validates that your business operations flow seamlessly through Epicor Prophet 21. We invite actual users to test the system under day-to-day business scenarios, ensuring that everything runs smoothly in the “real world.”

End-User Training: Improving Adoption and Eradicating Errors

End-user training—one of the most critical elements of the entire implementation process—improves adoption, eliminates future mistakes, and accelerates return on investment. Before go-live, we recommend all of your employees are trained on the new platform.

Stage 5: Go-Live

Go-Live: It's Showtime!

It is time to put your implementation plan into action. With every eventuality covered at the Deploy stage, you can sit back and enjoy the ride. Your project management team will monitor the process and be on-hand to provide any support you might need.

Stage 6: Closure

Support Continues After Implementation

We recognize that you may have questions and need support even after you are fully operational. That's why we give you access to all of our services for the first 30 days after you are live. At the end of that month, we will conduct a detailed review of the system's performance to ensure you are getting the most from your investment.

A Partnership That Gets Stronger Over Time

At Epicor, we build long-lasting relationships with customers by focusing on return on investment and transparent communication. With decades of experience in the distribution industry and a proven track record, we are uniquely positioned to solve your business problems and cannot wait to get you on board. The faster we can get you set up on Epicor Prophet 21, the faster you can start increasing your sales, profits, and productivity.



EPICOR

We're here for the hard-working businesses that keep the world turning. They're the companies that make, move, and sell the things we all need. They trust Epicor to help them do business better. Their industries are our industries, and we understand them better than anyone. By working hand-in-hand with our customers, we get to know their business almost as well as they do. Our innovative solution sets are carefully curated to fit their needs and built to respond flexibly to their fast-changing reality. We accelerate every customer's ambitions, whether to grow and transform, or to simply become more productive and effective. That's what makes us the essential partners for the world's most essential businesses.

Contact Us Today: info@epicor.com | www.epicor.com

The contents of this document are for informational purposes only and are subject to change without notice. Epicor Software Corporation makes no guarantee, representations, or warranties with regard to the enclosed information and specifically disclaims, to the full extent of the law, any applicable implied warranties, such as fitness for a particular purpose, merchantability, satisfactory quality, or reasonable skill and care. This document and its contents, including the viewpoints, testimonials, dates, and functional content expressed herein are believed to be accurate as of its date of publication, May 9, 2022. Use of Epicor products and services are subject to a master customer or similar agreement. Usage of the solution(s) described in this document with other Epicor software or third-party products may require the purchase of licenses for such other products. Epicor, the Epicor logo, and Prophet 21 are trademarks or registered trademarks of Epicor Software Corporation in the United States, and in certain other countries and/or the EU. Copyright © 2022 Epicor Software Corporation. All rights reserved.