Epicor Software Corporation

Electronics and High Tech at Business Speed

The electronics and high tech industry has never needed to move faster than today. With finished products typically having a life-cycle of six months or less, and competition coming from around the globe you need to optimize your planning, production, purchase, sale and after-sales processes to be leaner and more agile than your competitors. But it's not enough to be faster, you also need to be first to market to maximize profit.

Epicor understands that you want to focus on your products and need a business software partner that supports all aspects of your enterprise, wherever you are in the supply chain. We know that you may be a subcontractor to another vendor one week, yet sell finished goods the next and OEM technology or products in the future.

We understand the global nature of the electronics and high tech business, with short end-product shelf-lives combined with after-sales support driving your whole market. If you want to excel and move at the speed of business you need Epicor for Electronics and High Tech.

Supporting Your Business Processes

With rapid product obsolescence, extended after-sales support requirements, complex supply chains and long purchase lead times that drive production planning, businesses like yours are streamlining and adopting new technology to automate business processes for more competitive lead times and reduced waste.

Epicor for Electronics and High Tech is a global enterprise resource planning (ERP) software solution designed for manufacturing and distribution organizations who supply products and services to the Electronics and High Tech industry. Epicor for Electronics and High Tech provides a comprehensive framework for managing product innovation with solid product data management, quality process controls and cradle-to-grave product traceability.

Putting Your Customer at the Center of Your Business

Electronics and High Tech manufacturers are continually being monitored for delivery performance, cost, and quality by their customers. In an effort to assist your organization in maintaining your premier status as an electronics and high tech supplier, Epicor for Electronics and High Tech offers a suite of functionality designed to put the demands of your customer first. Embedded Customer Relationship Management (CRM) functionality provides complete workflow for each quote, including customer sign-off, at each critical stage from initial design through estimate. Additionally, with embedded Demand Management and full Electronic Data Interchange (EDI) collaboration, customer demands can be implemented in real time.

Functionality

- Supports Global operations with comprehensive multisite capabilities
- Demand Planning and Forecasting to minimize obsolescence
- Embedded robust quality management to support stringent traceability requirements
- Product lifecycle management (PLM) for complex engineering-intensive product control

### Electronics and High Tech at Business Speed

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Lean Production
With increased global competition in electronics and high tech and the demands of an online supply chain, customers have more influence than ever before. Customers are demanding greater product flexibility, smaller, more frequent deliveries and higher product quality, at a lower price.

Businesses are widening the scope and focus of lean principles to encompass all processes that contribute to the bottom line. The true benefits of lean thinking will only be fully realized when the entire enterprise adopts the lean ideology.

Specific functionality has been developed in Epicor for Electronics and High Tech operations that are adopting work order less Kanban manufacturing strategies in part or fully to pull rather than push products through the manufacturing process. Epicor Lean Manufacturing Kanban functionality supports this.

Keeping Pace with Demand Planning, Forecasting and Scheduling
In the fast-paced electronics and high tech industry, inventory is always at risk of becoming obsolete. In order to be successful at managing this risk you must be able to perform demand planning, forecasting and scheduling effectively. Epicor for Electronics and High Tech enables effective and accurate demand planning, forecasting and scheduling to ensure accurate inventory levels to meet customer expectations and minimize risk.

Forecasting and Master Production Scheduling (MPS) in Epicor are designed to assist electronics and high tech manufacturers and distributors with both day-to-day control and long-range planning and decision making. Forecasting and MPS support your business strategies and can be generated from multiple historical sources (e.g., sales, invoice, and inventory usage history). Epicor for Electronics and High Tech offers a number of forecasting methods from the simple to the complex to meet the needs of your business.

The scheduling engine uses several factors that affect production quantity, setup time, production time, capacity, priority, and so on to calculate how long it will take each job to complete. It then displays the schedule through the Job Scheduling Board, the Resource Scheduling Board, and the Multi-Resource Scheduling Board.

Epicor Advanced Planning and Scheduling incorporates the strength of the scheduling engine and enhances it with advanced functionality such as multiple constraint scheduling, a wide range of scheduling methods, visual drag-and-drop scheduling, capability and dependent capability-based scheduling, real-time capable-to-promissed functionality, and advanced material planning functionality.

Maximize Equipment Effectiveness
Epicor Mattec® Manufacturing Execution System (MES) empowers electronics and high tech manufacturers with real-time performance data and the ability to eliminate inaccurate and time-consuming manual data collection. Producers who extend their Epicor system with automatic production monitoring enable operators to focus on making quality product—they anticipate and avoid problems, eliminate downtime, and maximize throughput—all from the front lines, and long before issues can affect performance. The real-time data also provides instant, accurate insight on equipment status and tool effectiveness, so you can achieve informed lights out manufacturing. The “production pulse” paves the way for accurate, consistent performance metrics so the entire team can focus on getting better—Overall Equipment Effectiveness, run rates, scrap, yield, and much more. It’s all delivered in a way that makes sense for each individual—from the shop floor to the top floor—with operator depth and dimension to help you pinpoint and tackle chronic loss.

Better performance with Epicor Mattec MES helps you boost quality, customer service, and competitiveness. Epicor Mattec MES supports digital and analog machine signals directly from machines or sensors, or via PLC or OPC-compliant PLC.

Diversifying Your Workforce
In this business climate, many manufacturers are stepping up new programs for recruiting new workers and cross-training existing workers. Along with these new initiatives, new industry mandates requiring strict proof of competence and training are forcing manufacturers to move beyond their Excel spreadsheets to systems that automate tracking of the workforce. Epicor Human Capital Management (HCM) is a comprehensive, configurable human resource information system (HRIS) that empowers users by automating your HR processes enabling you to meet strict mandates for employee skill, certifications, and qualifications.

Supporting Extended and Global Operations
With competitive pressures driving many manufacturers to expand globally where labor is considerably less expensive coupled with recent trend in plant consolidations, many manufacturers today, both large and small, find themselves suddenly managing multiple sites disparately.

Epicor for Electronics and High Tech offers comprehensive multisite capabilities coupled with global presence to meet your company’s requirements for local support. Competing globally and domestically—bridging geographic and strategic diversity and eliminating supply chain inefficiencies—can be accomplished with the technologies to streamline intra- and inter-company processes and communicate quickly and accurately.
Synchronization of complex relationships which determine supply, demand, and fulfillment is the means to reaching new, industry-leading levels of business performance, all while adhering to global standards for trade of parts such as GTIN-14 and RoHS compliance.

Epicor for Electronics and High Tech can help you achieve maximum efficiencies across your globally extended enterprise.

**Epicor Social Enterprise**

Epicor Social Enterprise is a collaboration solution that provides a fundamental shift in the way electronics and high tech organizations engage with their ERP to make decisions about their business. Fully embedded within Epicor ERP to enable access to all the business information, Social Enterprise fosters cross-company collaboration bringing social media concepts and contextual information together in a single tool where everyone is able to collaborate directly with each other around Epicor ERP. This allows people to share information with each other building up knowledge bases, working together to solve problems (crowd sourcing), while creating a repository in which no good ideas are lost. Users do not need in-depth knowledge of the Epicor toolset to subscribe and unsubscribe to information as and when they want. Epicor Social Enterprise will enable real time collaboration in areas critical to success for your electronics and high tech business processes such as; quote preparation, new product innovation, engineering change control, and quality improvement initiatives.

**Robust Technology Framework**

Epicor is uniquely positioned with a complete suite of applications based on 100% service-oriented architecture, protecting your investment in software and services well into the future. Why are web services so important to manufacturers, particularly in Electronics and High Tech? Outside of all the reasons organizations look to web services for deployment; speed, stability, reusability, and more. For midsize electronics and high tech manufacturers, the incentive is imminent to drive electronic connection more firmly into their supply chain. Web services collaboration is fast becoming a necessity to doing business.

Supporting your business strategies with applications built on service-oriented architecture (SOA) keeps the door open for electronics and high tech businesses by meeting both the immediate requirement for scalability while supporting an open philosophy in the event your business strategy changes. SOA simplifies the coming together of established infrastructures to make acquisition and merger less painful—attractive to companies looking to acquire.

**Flexible Deployment Options**

As your business grows and changes, you need a solution that can grow and change with you. As a single solution able to be deployed on premise, hosted, or in the cloud, Epicor for Electronics and High Tech provides you options for deployment flexibility. For example, if your business has limited IT resources you may opt to initially deploy the solution in a hosted model or in the cloud. As your business changes you may subsequently opt to redeploy Epicor ERP on premise.

Epicor is one of the few vendors to have architected a full multitenant software as a service (SaaS) and on-premise version out of a single product and is the only leading vendor who has deployed it to customers.¹

**Industry Leading Service and Support**

Epicor has over 40 years of experience delivering industry focused, world-class solutions, and ongoing customer care and service to over 20,000 customer installations. It is a true global solutions partner with support offices all over the world. The key vehicle that transforms Epicor for Electronics and High Tech into a successful business solution is our Signature Implementation Methodology. Epicor delivers among the most cost effective and efficient techniques to plan, design, validate and deploy your Epicor solution. Staffed with direct employees around the globe who are properly trained and equipped with world-class implementation tools, Epicor follows our proven 5-stage Signature Methodology designed specifically around Epicor software and our customers. The end result is an on-time, on-budget implementation of your Epicor solution that allows your company to quickly begin using Epicor for Electronics and High Tech in day-to-day operations thereby saving you time and money by providing broad functionality at a lower total cost of ownership.

CRS Electronics Improves Supply Chain and Operational Controls with Epicor

Since 1996, CRS Electronics has been a leader in the research and development of innovative LED product solutions. In addition to cutting edge R&D, exemplified by numerous patents, CRS Electronics maintains its own state-of-the-art manufacturing facility located in North America to design and manufacture LED products for major customers, as well as its own product brands. CRS Electronics delivers optimal LED solutions for a number of interior and exterior architectural lighting applications.

The challenge
Extremely fast growth and rising sales opportunities with national commercial distributors put pressure on their systems. New supply chain systems were required to manage their international supply requirements and to handle the challenges of long lead times and forecast planning. CRS Electronics also needed to meet the financial requirements and controls of being a publicly traded entity. Realizing that the company had outgrown its legacy software—a financially-centric software package from Sage—the management team began evaluating options to address their growth needs. Given the growth needs and the business timing of the move to a new system, CRS Electronics desired a fast implementation of 60 days.

Success Highlights

Challenges
- Extremely fast growth put pressure on CRS Electronics’ systems
- New supply chain systems were required to manage CRS Electronics’ international supply requirements and to handle the challenges of long lead times and forecast planning

Solution
- Epicor ERP

Benefits
- World-class tools for supply chain requirements
- Improved operational controls
- Better inventory accuracy
- Strong foundation to manage international, multicompny operations

“As we prepare to take a giant step forward marketing two new brands, each sold through different sales channel partners, promoted by separate regional sales management teams, and serviced via brand-specific inside sales coordinators; this ambitious upgrade is critical to providing industry-leading service. Six S Partners and the next-generation Epicor ERP solution are the perfect solution to meet our needs.”

Travis Jones, President and CEO | CRS Electronics

Company Facts
- Location: Welland, Ontario, Canada
- Industry: Manufacturer of LED lighting products for commercial architectural applications
- Web site: www.crselectronics.com
Success in the Electronic and High Tech Industry

The strategy

After evaluating its vendor options, CRS Electronics decided to take a closer look at the next-generation Epicor enterprise resource planning (ERP) solution and teamed up with Epicor local partner Six S Partners for an in-depth review. Epicor was the only vendor who could address all scenarios and meet CRS Electronics’ unique requirements, as well as meet the company’s implementation timeline.

Together with a tailored “quick start” implementation strategy, CRS Electronics was able to go live and get up and running on the core finance and supply chain aspects of the system allowing them to meet the demands of their distribution and commercial client base. Following the Epicor best practices methodology for implementation carried out by Six S Partners, CRS Electronics is better enabled to increase and streamline its operational effectiveness in meeting the day-to-day challenges and replace the individual spreadsheets and islands of information that were not previously integrated, shared effectively, or properly controlled.

“Six S Partners was great at helping us understand the software and the best practices to meet our needs without limiting the flexibility for the future,” says Justin Koetsier, director of IT, CRS Electronics. “The quick start program and knowledgeable consultants from Six S Partners guided our project to get us up and running effectively.” Six S Partners takes a unique approach to the implementation that puts the customer in control of the amount of functionality that they wish to employ along with the time, budget, and scope elements. By managing the project with its lean tools and leveraging the Epicor Signature Implementation Methodology, the customer’s assessment becomes the blueprint for the project success. By forging a strong partnership with its clients and ensuring clear expectations, the Six S Partners team is able to meet and exceed customer expectations within the budget and scope that was agreed upon.

“Every customer’s requirements are unique. For CRS Electronics, they were interested in a platform for growth—so getting results early was key,” says John Preiditsch, president and founder, Six S Partners. “Today, they are expanding and opening new markets and launching new products. By extending a systematic approach to the use of Epicor, we have already helped CRS Electronics realize the benefits of a standard package and best practices where most firms would have gone through the trials of manual or custom tools that would eventually need to be brought back in line with the organizational objectives and systems. Six S Partners has learned that regardless of customer size, sticking to the proven implementation process allows us to remain within scope and on budget.”

Key functional areas

All departments play a vested role in the information they put in the system. Epicor was instrumental in establishing a close connection between all business units inside CRS Electronics, from sales and finance to production and shipping. In addition to better collaboration, built-in functionality provides opportunities for continuous improvements and efficiencies across the entire organization, including forecasting, purchasing, bill of materials, job travelers, and a comprehensive MRP system.

From an IT standpoint, Epicor is an intuitive and easy-to-use system. User-specific dashboards are easy to configure which in practice means employees from different divisions, including finance, sales, shipping, purchasing and engineering, have access to information that is relevant to their job needs. “New modules can be applied as we need them and information stays behind a wall until we’re ready for it. We’re able to easily create dashboards to tailor information for the entire company so each department has the right information for their day-to-day work,” says Koetsier.

The results

Coming in on time and under budget, Epicor was able to meet CRS Electronics’ challenging implementation timeline of just 60 days. “With Epicor we now have world-class tools to manage our supply chain and improved operational controls in place,” says Koetsier. “Epicor provides us with a strong foundation for growth that allows our organization to manage international, multicompany operations in a challenging marketplace without adding overhead or office staff which met the original mandate.”

“As we prepare to take a giant step forward marketing two new brands, each sold through different sales channel partners, promoted by separate regional sales management teams, and serviced via brand-specific inside sales coordinators; this ambitious upgrade is critical to providing industry-leading service,” says Travis Jones, President and CEO, CRS Electronics. “Six S Partners and the next-generation Epicor ERP solution are the perfect solution to meet our needs.”
About Epicor

Epicor Software Corporation is a global leader delivering business software solutions to the manufacturing, distribution, retail, and service industries. With more than 40 years of experience, Epicor has more than 20,000 customers in over 150 countries. Epicor solutions enable companies to drive increased efficiency and improve profitability. With a history of innovation, industry expertise and passion for excellence, Epicor inspires customers to build lasting competitive advantage. Epicor provides the single point of accountability that local, regional, and global businesses demand. For more information, visit www.epicor.com.

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