# Epicor Commerce Connect™

## Product

- Epicor® Eclipse™
- Epicor ERP
- Epicor Prophet 21®

## Benefits

- Lower your costs and speed information access with a tightly integrated digital commerce solution and business process

- Increase your online presence to help increase sales and shorten sales cycles

- Develop new leads and use eCommerce to help generate new business

- Manage multiple branded storefronts, catalogs, and product information

- Reduce the cost and time for adding new product lines

- Strengthen your competitive differentiation by offering a modern customer experience

## An integrated eCommerce solution for distributors and manufacturers

For many businesses today, eCommerce helps to increase their brand presence, shorten sales cycles, and develop new sales leads. It also opens up a new and more convenient way for businesses to interact with their customers who are moving away from traditional ordering methods such as e-mail, phone, or fax. A modern eCommerce solution can deliver significant savings from a company website blended with an eCommerce storefront when integrated with backoffice business systems.

Tightly integrated systems provide the responsive access and up-to-date information needed for today's fast-paced business climate. Tight integration can also eliminate the cost of multiple product databases and duplicate data entry—which means fewer errors, better accuracy, and lower overall operational costs.

When used with Epicor ERP, Prophet 21, or Eclipse software, Epicor Commerce Connect (ECC) integrates eCommerce with the rest of your business processes in real time. Information from completed online transactions is automatically reflected throughout your Epicor ERP, Prophet 21, or Eclipse system.

Businesses need some aspects of consumer B2C websites—with their ease of use and repeat purchasing—combined with B2B business capabilities to develop contacts into accounts that align with their procurement processes.

With ECC, your customers will see a modern eCommerce website focused on convenience, ease of use, and repeat ordering. You will get the templates and tools to deliver that rich customer experience throughout the life cycle—from casual browser to satisfied repeat customer.

ECC provides even more value with cost-effective, cloud-based hosting and rapid implementation. The result is a comprehensively integrated, end-to-end solution supported by a variety of add-ons and technology partners.

## General features

With ECC, you can extend your business boundaries. With these capabilities in hand, you can use your website as a tool to grow your business, drive more revenue from current accounts, and improve customer satisfaction.

Combining Epicor solutions with ECC can also reduce the implementation time for a customized, attractive, and simple-touse website.

An example of tight integration is access to real-time stock levels within the Epicor system. ECC provides indicators from which to select—ranging from a simple traffic light scheme to the actual current stock quantity. Transactions can also be disallowed if there is insufficient stock, or they can be processed.

Key features of ECC include:

- Simple generation of consistent website "look and feel"
- Product browsing offerings
- Catalog browsing
- Customer-specific pricing
- Hierarchical catalog structure and management
- Real-time stock levels
- Attribute-based filtering
- ECC-based promotions
- Checkout configuration
- Search engine optimization (SEO)
- Multiple selling locations
- Job contract pricing
- Specific product lists
- Analytics and reporting
- Customer self-service account management (all information from Epicor ERP, Prophet 21, or Eclipse)
  - View quotes
  - View orders
  - View invoices
  - View shipping details
  - Place repeat orders
  - Manage returns
- Site management
  - Multilingual
  - Multicurrency
  - Multi-storefront
- Messaging—Epicor ERP, Prophet 21, or Eclipse software to website
- Security—HTTPS, user ID, and password with Epicor ERP, Prophet 21, or Eclipse
- Newsletters—sign up from within ECC
- Multilingual—available through Magento® language pack add-ons

## Building a better website experience

Epicor Commerce Connect software helps you provide all website visitors with the rich experience they expect from modern websites. Powerful browsing tools help your customers quickly navigate to their desired items—these tools include configurable search, suggested items, and automatic lists of your most popular products.

You can also help your customers make better purchasing decisions, which can lead to greater satisfaction and fewer product returns. For example, let customers see related products, compare different products, and view the product up close with the product image zoom-in capability.

## B2C features

For your direct-to-consumer B2C channel, ECC provides the tools and framework for online engagement. In addition to all of the general features listed above, the B2C portion of the ECC software provides these specific online features for selling to consumers:

- Guest and account login
- Open site allows browsing before login
- Sophisticated message caching for performance enhancement
- All transactions are associated with a default Epicor ERP, Prophet 21, or Eclipse account and controlled on a website-by-website basis
- Anonymous checkout
- Checkout—uses a ship method, billing, order preview, and confirmation process

- Epicor ERP, Prophet 21, or Eclipse payment methods

## B2B features

In addition to consumer-like ease of use, business customers can have access to see special pricing and price lists, get fast repurchases, and make payments on their accounts.

In addition to all of the general features listed above, the B2B portion of the ECC solution provides the following:

- Product search—search and return the web-salable items that fit the search criteria
- Quick list—generate a named sub-list of parts that can be viewed and added to the basket when completed
- Quick purchase—key in a part number with quantity to quickly add to basket or quick list
- Request for quotation—request a quote from the information entered in the RFQ form
- Shopping basket—search and add products to the shopping basket, remove items, update, view quantities and basket total
- Checkout—uses a ship method, billing, order preview, and confirmation process
- Payment on account
- Epicor ERP, Prophet 21, or Eclipse payment—display a page and collect PCI-compliant card details for processing by Epicor ERP, Prophet 21, or Eclipse
- Account management

- Customer history—view history by order, shipment, invoice, payment, returns, or service call with details of all actual transactions
- Customer account information—manage billing and shipping addresses, contact information, and site login passwords
- Sales rep feature—allows a sales rep to manage a group of customers, generate quotes for them, adjust quotes, and offer discounts

## Take care of today, plan for tomorrow

Constant innovation and your customers' ever-evolving expectations mean that the challenge of providing relevant, fresh online experiences is non-stop. Your eCommerce website can be a key delivery vehicle for your brand, the virtual face of your organization, and a powerful transaction engine that drives revenue.

Epicor Commerce Connect helps you build and manage custom websites for your business needs today while keeping an eye on tomorrow.

ECC is built on the power of the Magento eCommerce Platform. This means you get the advantage of an open system with many specialized extensions in the Magento Connect marketplace, along with their large application developer and support network.

## About Encompass

Encompass Solutions is a business and software consulting firm that specializes in ERP systems, EDI, and Managed Services support for Manufacturers and Distributors. Serving small and medium-sized businesses since 2001, Encompass has helped modernize operations and automate processes for hundreds of customers across the globe. Whether undertaking full-scale implementation, integration, and renovation of existing systems, Encompass provides a specialized approach to every client's needs. By identifying customer requirements and addressing them with the right solutions, we ensure our clients are equipped to match the pace of Industry.

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