

## Product

- ▶ Epicor® ERP
- ▶ Epicor Commerce Connect

## Industry:

- ▶ Manufacturers with a dealer network for sales and service

## Benefits

- ▶ Improve dealer management with a modern, online portal integrated with your Epicor ERP system
- ▶ Increase accuracy of orders to eliminate costly errors and improve quality with fully connected processes
- ▶ Grow your dealer channel with better recruitment, onboarding, retention, and satisfaction
- ▶ Reduce costs with greater efficiency by automating and integrating dealer transactions
- ▶ Gain insights into end buyer behavior to improve dealer performance and drive revenue growth
- ▶ Create lasting, memorable customer and dealer experiences to promote brand loyalty

## Transform Your Dealer Experience and Accelerate Business Growth

In our increasingly digital world, your dealers are facing the same rising customer expectations as retailers—driven by technology innovations and modern eCommerce. Sales and service dealers are under new pressure to meet higher customer expectations for a pleasant online experience, easy self-service, personalized offers, rapid and convenient delivery, high quality, excellent service, and transparency throughout the buying process. Not surprisingly, your dealers also have the same rising expectations of you as the manufacturer.

The Epicor Dealer Network Portal is an innovative enterprise solution designed for manufacturers who sell or service products through dealers. Powered by the industry-leading Epicor Commerce Connect (ECC) solution and tightly integrated with your Epicor ERP system, the Epicor Dealer Network Portal creates a modern, online experience for your dealers to rapidly configure, price, and quote orders, as well as manage service and warranty needs for your products.

By capturing all dealer activity through a single, easy-to-use portal, you establish a single thread of data that connects all transactions at the dealer with your back-end ERP. You gain full visibility into the business, make it enjoyable for dealers to work with you, and drive business growth as the preferred, innovative brand.

### Improve dealer recruitment, onboarding, retention, and satisfaction

Most dealers represent multiple products from different manufacturers, so you must differentiate your brand to win. The Epicor Dealer Network Portal helps your sales and service dealers deliver the modern experience they need to compete in the digital age. The solution helps you leverage automation for operational efficiency, integrate systems for access to real-time data, and deploy the latest eCommerce innovations for a best-practice, customer-centric approach. It fits a variety of dealer channel models—selling, supporting warranty and repair, tracking products after shipping, and even incorporating distributors into the channel.

By making it easy to do business with your organization, you compel dealers to position your brand over others. Ultimately, the Epicor Dealer Network Portal helps you improve dealer recruitment, onboarding, retention, and overall satisfaction to create a powerful competitive advantage that drives business growth.

### Streamline orders

Provide your dealers with the ability to streamline the ordering process through a stunning, branded website that is fast and easy to use.

With the Dealer Network Portal, sales professionals at your dealers can:

- ▶ Configure an order—from adding simple options, to highly configured products—depending on your manufacturing business model
- ▶ View predetermined, dealer-specific prices
- ▶ Add margins according to their unique business practices
- ▶ Create quotes for end customers
- ▶ Register sales and add customer buyer details for accurate purchase history

## Simplify service and warranty management

Offer service professionals at your dealers the ability to oversee quotes and orders to help close the sale, as well as manage warranties, spare parts, and service requests after the sale.

The Epicor Dealer Network Portal allows service professionals at your dealers to:

- ▶ Review quotes and orders for account history and visibility
- ▶ Manage returns to minimize cost to the business
- ▶ Register your customers' buyer warranty information
- ▶ Place service requests and track status
- ▶ Search inventory and order spare parts based on the specific model of the product

## Empower a branded experience

Showcase your brand to drive dealer and customer advocacy and loyalty. The Epicor Dealer Network Portal allows you to design the look and feel

of your dealer portal however you prefer and according to your own brand standards.

Structure your dealer portal as a modern eCommerce website focused on convenience, ease of use, and performance. Leverage templates and tools to build and deliver a rich dealer experience throughout the life cycle—from the first customer visit, to service, and repeat purchases.

For Epicor ERP customers who leverage the Epicor Product Configurator, the Dealer Network Portal is tightly integrated for extended value. You will gain an enhanced user experience that elevates the configured order experience for greater accuracy and excellence.

## Focus on value

Part of a comprehensive eCommerce solution that is integrated with your Epicor ERP solution, the Epicor Dealer Network Portal provides the responsive access and up-to-date information needed to make more informed business decisions. Tight integration can also eliminate the cost of multiple databases and duplicate

data entry—reducing errors and overall operational costs.

The Dealer Network Portal provides even greater value with cost-effective, cloud-based hosting and rapid implementation.

## Get started today

It is now more achievable than ever to transform your dealer experience and accelerate business growth. The Epicor Dealer Network Portal is a powerful tool that increases order accuracy, reduces operational cost, offers new insights into your business, grows your dealer channel, and promotes customer loyalty.

Get started today by contacting your Epicor customer account manager or visiting [www.epicor.com](http://www.epicor.com).

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# en>compass

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Gold Partner

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