

Manufacturing Industry Insights 2023

See how manufacturing leaders elevate their businesses to make, move, and sell more with a trusted ERP partner.



EPICOR

How Trusted ERP Partners Elevate Business Performance in Manufacturing

BY LISA POPE, EPICOR PRESIDENT

Last year the ERP market [grew an astounding 12.3%](#) as make, move, and sell industries—including manufacturing—confronted new challenges by investing in ERP solutions.¹ Economic uncertainty and unreliable supply chains presented challenges for manufacturing leaders trying to anticipate demand, maintain supply, and prioritize fulfillment. Organizations turned to ERP business solutions to gain the insight and capabilities they needed to succeed with fast-paced change.

Data visibility is essential to give businesses the perspective they need to make better decisions, but many of them still maintain operational silos and large tech stacks that make gaining comprehensive visibility challenging. ERP cloud solutions help establish a single source of truth for data and allow businesses to reap the full value of their technology investments, giving them the competitive edge they need to thrive.

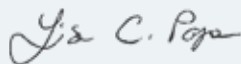
The flexibility and scalability of cloud ERP solutions help manufacturers diversify their business throughout the value cycle, meet growing demand, and automate supply chain processes while maximizing revenue. Growth is on the horizon, and the future of manufacturing features cloud ERP.

The 2023 Industry Insights Report reveals that while most business leaders are loyal to their ERP partners, their expectations are evolving. They want stronger and more direct partnerships through the entire purchase journey and after they go live. More transparency in the buying process, more support throughout implementation and after go-live, and more consistent communication top manufacturers' priority lists.

As business leaders move forward with cloud and hybrid implementations, many remain concerned about security. Because business disruption naturally accompanies any significant transition, industry leaders seek a trusted partner to help them reduce interruptions and mitigate risks.

You'll find an abundance of new information and surprising insights in this year's report. As you'll see, business leaders choose to undergo the pain of changing ERP solutions if their current provider can't meet expectations. And they consider making that transition more often than you might think. Manufacturing leaders have a golden opportunity to form a true, supportive partnership with providers that help them grow and innovate.

With best wishes,



LISA POPE
President, Epicor

¹ "With 9.1% CAGR, ERP Software Market Worth USD 90.63 Billion by 2029," Fortune Business Insights, August 29, 2022. <https://www.globenewswire.com/news-release/2022/08/29/2505744/0/en/With-9-1-CAGR-ERP-Software-Market-Worth-USD-90-63-Billion-by-2029.html>



Contents

04 **Executive Summary**

How Trusted ERP Partners Elevate Business Performance in Manufacturing

Participant Demographics

Who We Surveyed

Enterprises Choose Hybrid Solutions

SMBs and Enterprises Use Hybrid ERP for More Flexibility

08 **Understanding Business Leaders in Manufacturing**

Manufacturing Leaders Offer Loyalty but Want Partnership in Return

13 **Navigating the ERP Journey**

Enterprises Navigate Purchasing with Confidence but Prioritize Partnership Later On

Manufacturing Leaders Need Support Throughout Implementation

18 **Security Is a Key Concern**

Cloud Security Comes First for Enterprises

23 **Accelerating Cloud Adoption**

Manufacturers Remain Cautiously Optimistic About Cloud Solutions

26 **Transparency and Support**

Visibility Into the ERP Buying Journey Enhances Confidence

30 **Conclusion**

Designing an ERP Journey Fit for Modern Manufacturers

31 **About Epicor**

Epicor: A Committed Partner in Your ERP Journey

Integrated Security

Extensive Functionality Designed for Manufacturing

Real-Time Data Visibility

Comprehensive Training and Support

Trusted Partnership

32 **Get in Touch**

Who We Surveyed

In fall 2022, Epicor surveyed 1,350 enterprise technology decision-makers to gain insight into how they view cloud ERP. About 48%, or 652 enterprise leaders, represent manufacturing organizations that generate annual revenue over \$250 million.

In this report, we compare this enterprise data with an identical survey conducted in the spring 2022 that focused on 1,350 technology decision-makers at small and midsize businesses (SMBs). About 47%, or 630 leaders, represent manufacturing organizations that generate \$20-\$250 million USD in revenue.

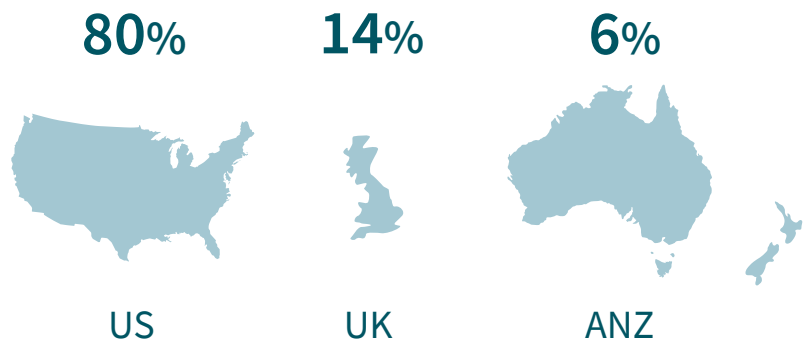
Our research looks at what features manufacturing leaders seek when evaluating a new ERP platform. We wanted to learn more about their ERP journey, including how comfortable they felt at each stage, where they wanted more support, what deployment types they currently maintained, and whether they were open to, or already adopting, cloud or hybrid solutions.

The report presents extensive findings on the current state of cloud ERP adoption in manufacturing, providing valuable insight into how businesses choose and deploy ERP platforms and partners.

Among business leaders in the manufacturing industry, **43% of enterprises and 48% of SMBs** are primarily or entirely on the cloud.

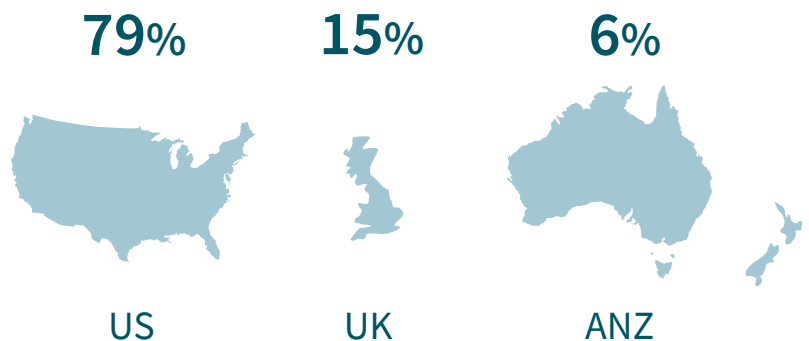
652 enterprise leaders in manufacturing participated in the fall 2022 research:

By Geography



630 SMB leaders in manufacturing participated in the spring 2022 research:

By Geography



Enterprises Choose Hybrid Solutions

Few enterprise manufacturers maintain on-premises only ERP solutions. Enterprise manufacturing leaders are most likely to choose hybrid solutions, with 95% using at least some cloud ERP solutions and 43% either primarily or entirely on the cloud. However, shifting entirely to the cloud remains uncommon—a deployment option chosen by only 6% of enterprise manufacturers, likely due to process and operational constraints.

In contrast, SMB manufacturing leaders are more likely to maintain either fully on-premise or fully cloud-based ERP solutions. For SMB manufacturing businesses, 92% are using at least some cloud ERP solutions while 48% are primarily or entirely on the cloud.

“Epicor Kinetic deployed in the cloud offers flexibility and scalability to our operations, and users have all the necessary access to the cloud ERP resources anytime, anywhere.”

Michael Chew Kian Hong,
Deputy Managing Director,
Federal Oats Mills

Thinking about your company’s current enterprise resource planning (ERP) solution, which of the following best describes it?

	SMB	Enterprise
Entirely SaaS/cloud ERP	13%	6%
Primarily SaaS/cloud ERP with some on-premises	35%	37%
About evenly SaaS/cloud ERP and on-premises	23%	26%
Primarily on-premises with some SaaS/cloud ERP	21%	26%
Entirely on-premises	6%	3%
Hosted off-site on a private server	2%	1%

SMBs and Enterprises Use Hybrid ERP for More Flexibility

While 13% of manufacturing SMBs opted for full cloud deployment, only 6% of manufacturing enterprises run fully on cloud platforms. Over 80% of all manufacturing businesses use a hybrid deployment strategy to maximize flexibility.

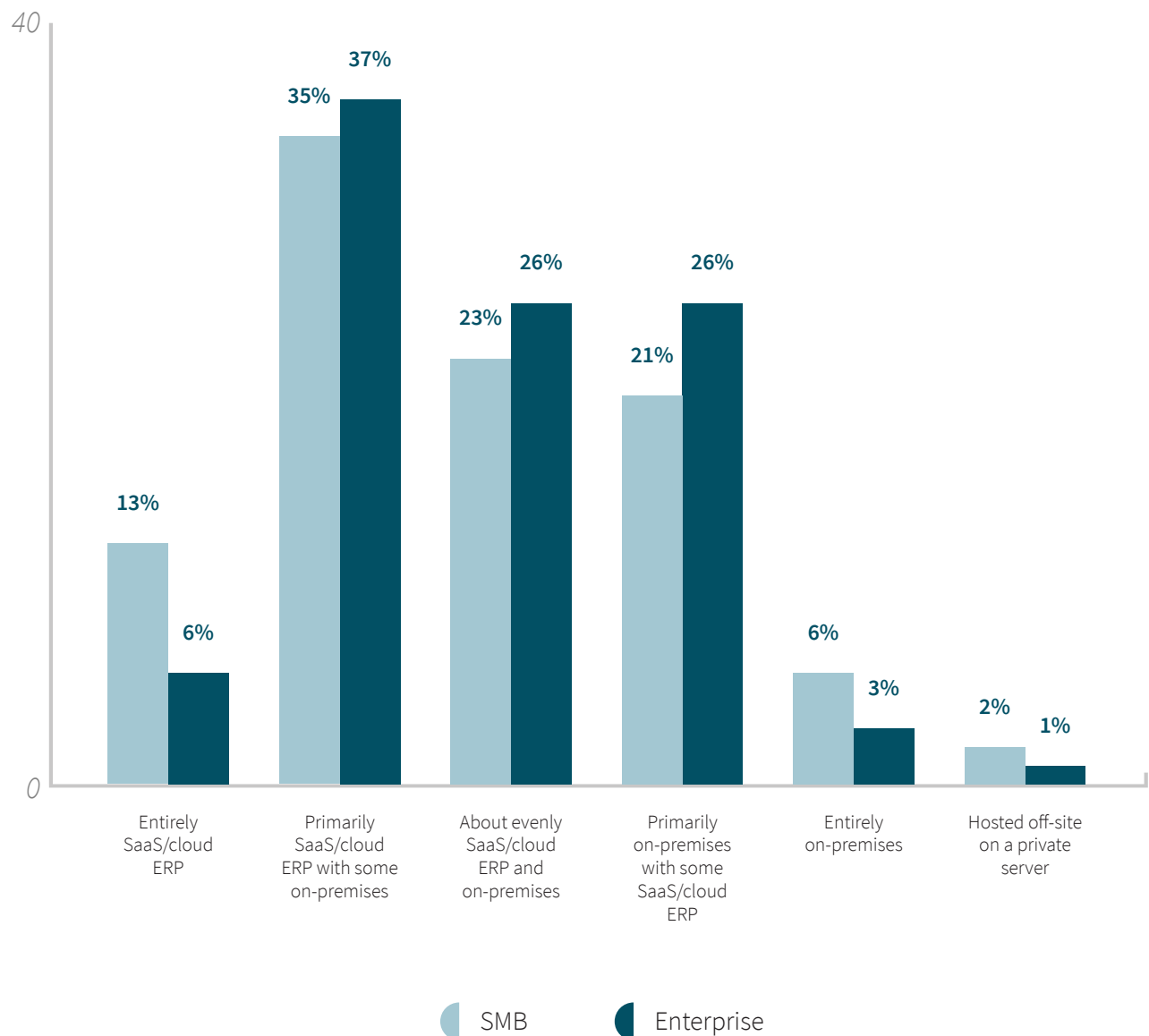
Supporting the needs of individual business units is the most significant consideration for enterprises when they evaluate their current cloud strategies. As they transition to the cloud, business leaders discovered they need more support to customize solutions for separate areas of their business. These large organizations plan to maintain a hybrid environment and let each business unit choose the deployment type that best suits their needs.

For businesses considering their overarching business needs, 25% opt for full cloud deployment, with 12% self-hosting and 13% relying on external hosting.

61%
of enterprise manufacturers opt for a
hybrid deployment strategy to ***support the***
needs of individual business units.

SMBs and Enterprises Use Hybrid ERP for More Flexibility

Thinking about your company's current enterprise resource planning (ERP) solution, which of the following best describes it?

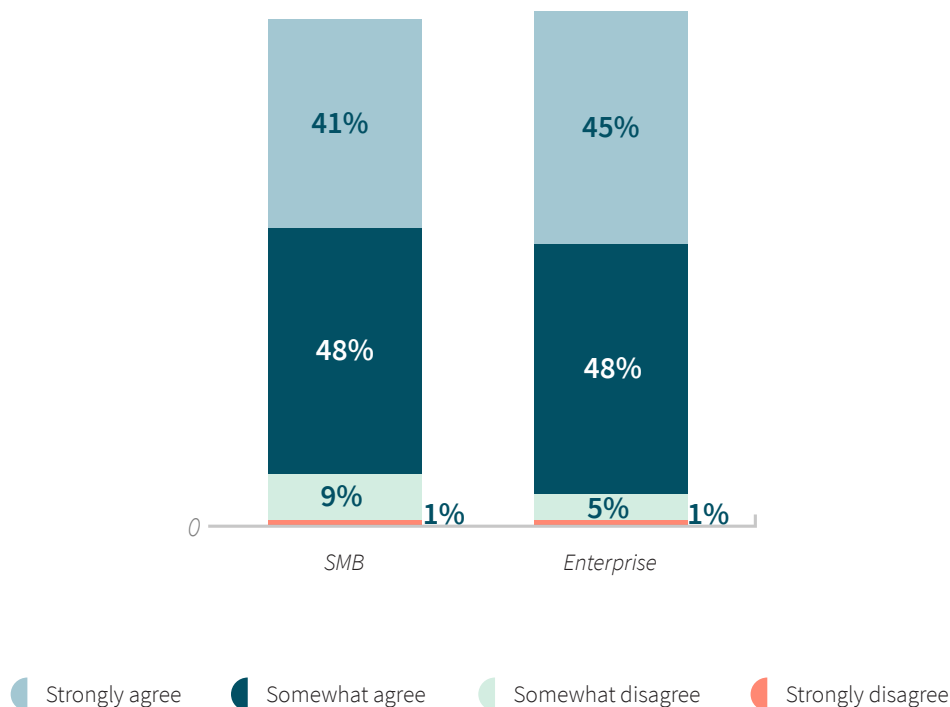


Manufacturing Leaders Offer Loyalty but Want Partnership in Return

Our research shows that most manufacturing businesses are loyal to their ERP partner. Despite that, 40% of enterprise manufacturers are open to adopting a new ERP solution if it's a better fit for their unique business needs. Meanwhile, 54% of manufacturing SMBs would switch ERP providers if a solution offered more functionality.

Up to
93%
of today's
manufacturing
businesses claim
they're loyal to their
ERP provider.

Loyalty to current ERP provider



Manufacturing Leaders Offer Loyalty but Want Partnership in Return

Supply chain pressures represent one of the biggest limitations facing manufacturing businesses in 2023. To meet consumer demand, diversify business offerings, and increase revenue, leaders need a way to relieve mounting supply chain pressures with better operational planning and production management. Cloud ERP solutions drive the value cycle and empower manufacturers to maximize efficiency and improve agility by automating key business processes.

“The move to the cloud has been a game-changer for us. Within two days, I can have a new company set up and give it immediate access to everything ... We can share data freely and get it up and running as a supplier to our other sites, which has alleviated supply chain issues.”

Nicholas Mueller, Director of ERP Systems, Enjet Aero

Yet both enterprise and SMB manufacturers say integration with other applications is one of their top three challenges when onboarding and implementing a new cloud-based ERP. Integration is essential to automate business practices, eliminate silos, and offer comprehensive visibility into business data by establishing a single source of truth.

However, even when business leaders have out-of-the-box integration available to them, many don't know how to connect the applications, collate data from multiple sources within their ERP to discover key insights, and introduce automation to streamline their processes.

Manufacturing leaders need education and support from their ERP partners. They need guidance on how to connect their systems and introduce automation across applications to simplify workflows across the supply chain.

Manufacturing Leaders Offer Loyalty but Want Partnership in Return

How frequently do you think about changing your ERP solutions?

	<i>SMB</i>	<i>Enterprise</i>
Every month	6%	2%
Every year	28%	11%
Every 1–3 years	44%	32%
Every 3–5 years	18%	36%
Every 5–10 years	0%	18%
Less than every 5 years (<i>SMB</i>)	4%	0%
Less than every 10 years (<i>enterprise</i>)	0%	1%

4% of manufacturing organizations say the difficulty of integrating with other applications is among their top challenges when introducing a new ERP solution.

Manufacturing Leaders Offer Loyalty but Want Partnership in Return

This reason and others motivate business leaders to consider a new ERP solution more frequently. Most leaders actively look into changing their provider every one to three years, with 37% of manufacturing enterprises researching new solutions and a whopping 47% of SMBs considering an alternative solution during that time.

How frequently do you actually look into changing your ERP solutions?

	SMB	Enterprise
Every month	4%	2%
Every year	28%	13%
Every 1–3 years	47%	37%
Every 3–5 years	18%	31%
Every 5–10 years	0%	17%
Less than every 5 years (SMB)	3%	No Data Available
Less than every 10 years (enterprise)	0%	1%

Manufacturing Leaders Offer Loyalty but Want Partnership in Return

While manufacturers consider many factors when exploring ERP solutions, cybersecurity concerns are the leading trigger that inspires enterprise business leaders to leave their current provider. But even when enterprise businesses believe their ERP solution is secure, they may want to search for a solution that offers a wider range of features or better support.

Despite these motivations, many manufacturing enterprises choose to remain loyal to their ERP partner because they lack the agility or funding to justify switching—issues that traditionally don't impact SMBs as strongly.

“The cost of change is higher and more demanding when manufacturing enterprises are looking to make a change. When you’re talking about a billion dollar manufacturing business switching to a new ERP solution and it costs \$5 million to transition, ***it’s more challenging for larger businesses to make the switch.***”

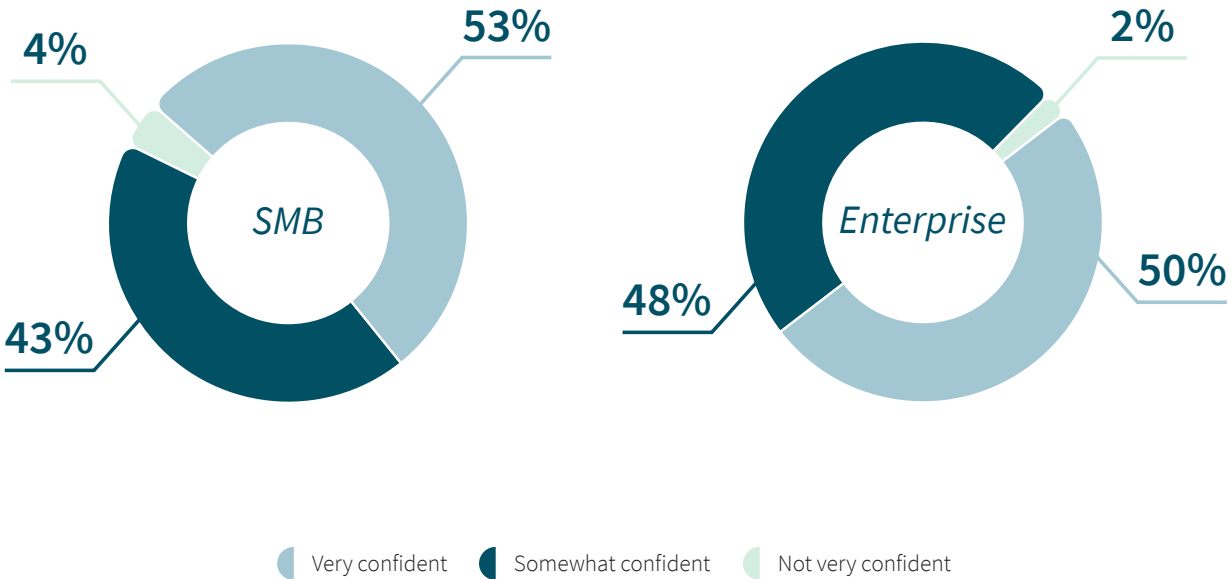
Clarke Pich, General Manager and Head of Global Professional Services, Epicor

Enterprises Navigate Purchasing with Confidence but Prioritize Partnership Later On

Manufacturing organizations are self-assured when making ERP purchasing decisions, feeling confident they're making the right product and deployment choice for their needs.

98%
of manufacturing enterprises are confident they can successfully navigate the **ERP purchasing journey**.

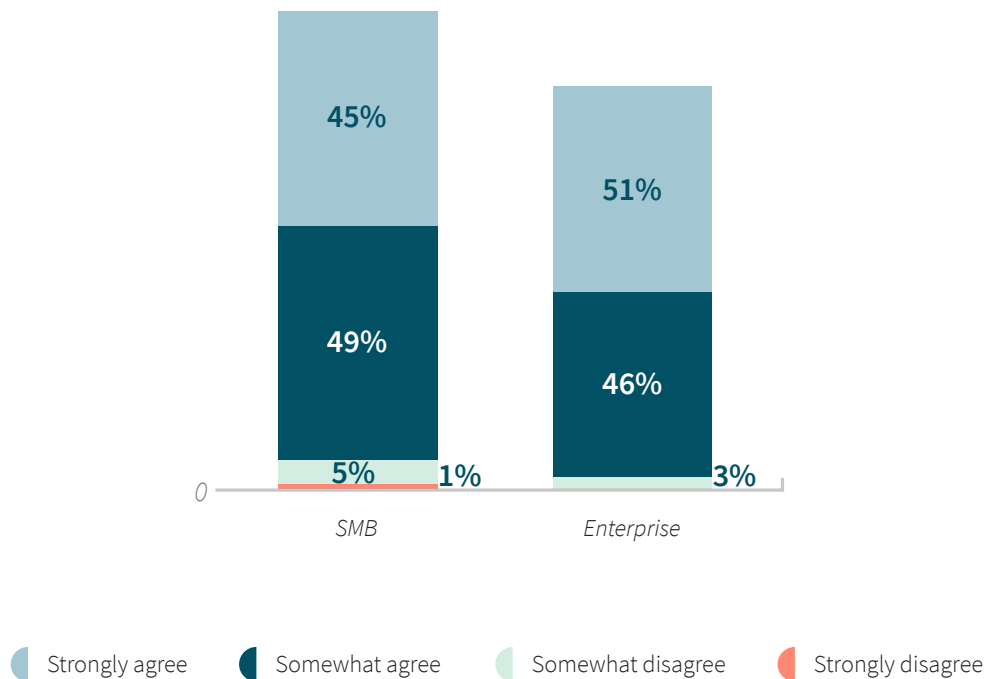
Customer confidence in the ERP purchasing journey



Enterprises Navigate Purchasing with Confidence but Prioritize Partnership Later On

Part of that confidence is derived from establishing a partnership with their provider. 97% of enterprise manufacturing decision-makers view their ERP provider as a valued partner throughout their purchase journey. But it's important to note that 99% want more transparency into the ERP purchasing process to help them feel more confident moving forward.

Importance of partnership in ERP purchase journey

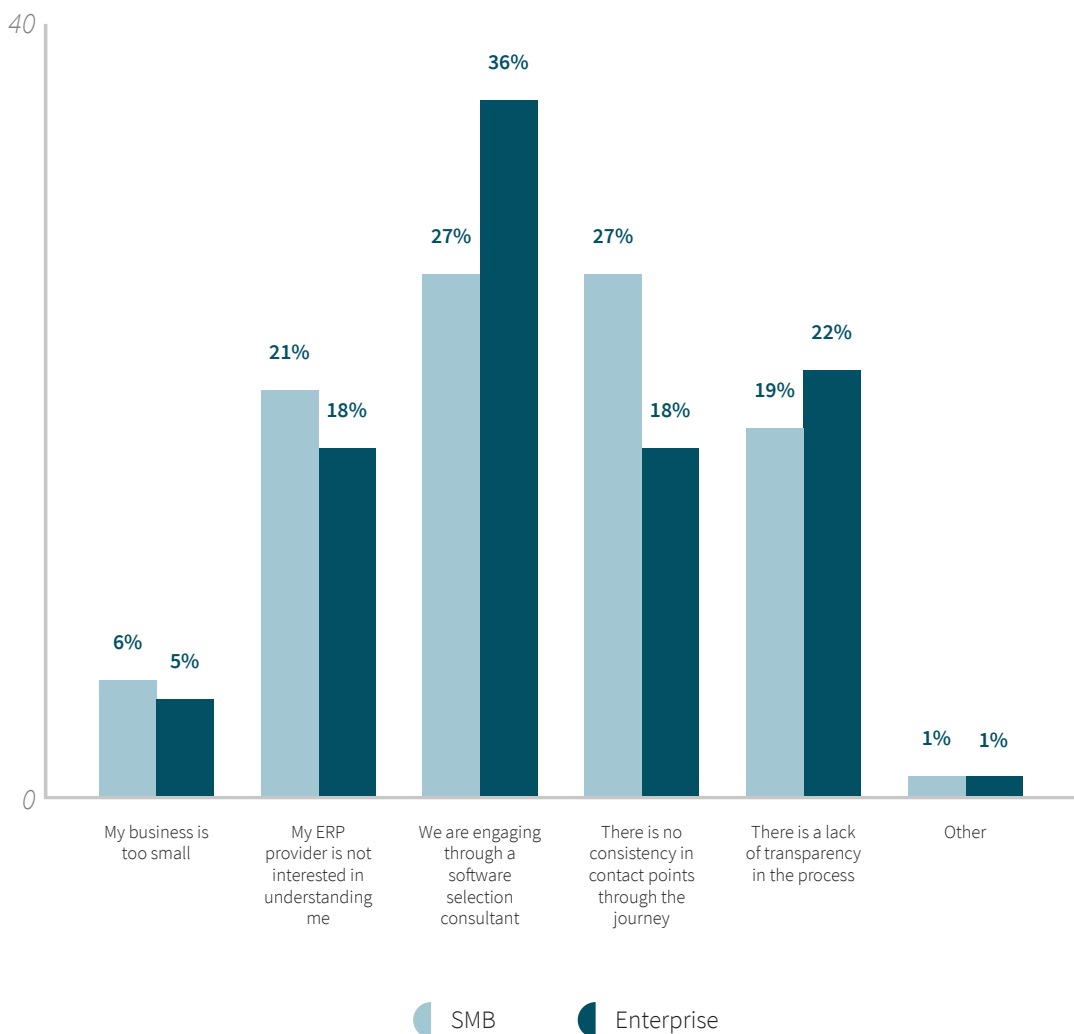


While enterprise and SMB manufacturing leaders view the purchase journey similarly, **enterprises are more positive toward the cloud** and have more confidence in their ability to navigate the journey themselves.

Enterprises Navigate Purchasing with Confidence but Prioritize Partnership Later On

Transparency and consistency play a critical role in creating a meaningful partnership, but increasing transparency is difficult when 36% of enterprise manufacturers work with a software selection consultant to choose their ERP provider. Often, working through a consultant results in less direct communication and a weaker partnership than enterprises seemingly seek. Without a strong partnership, enterprises may have limited insight into the capabilities their ERP solutions can offer.

What are the barriers to making you feel like you have a partnership in the ERP purchase process?



Enterprises Navigate Purchasing with Confidence but Prioritize Partnership Later On

Manufacturing leaders value transparency and communication with their technology partners, even if they're also working with a software selection consultant. They seek partnerships with businesses that show interest in understanding their industry to foster a more consistent experience. Leaders gain the most benefit from ERP cloud implementation when their ERP provider and software selection consultant work together to serve their needs.

When considering new ERP solutions, do you use software selection consultants (or other intermediary companies that give advice on ERP provider selection)?

	<i>SMB</i>	<i>Enterprise</i>
Yes	76%	81%
No	24%	19%
I don't know <i>(enterprise)</i>	0%	1%

Manufacturing Leaders Need Support Throughout Implementation

Customizing their ERP solution is a top priority for enterprise manufacturing businesses, and the majority say they rely on their provider for support after the solution goes live. Even when a consultant helps them through the selection process, businesses are eager to deepen their ERP partnership to gain the most value from their new solution.

While 53% of SMBs prefer to contact their ERP provider when they need support after go-live, 54% of manufacturing enterprises expect their provider to offer pre-emptive support. 37% of enterprise business leaders turn to partner training to learn how to better use their ERP solutions, but 19% would prefer to receive even more training to expand their knowledge.

Ideally, enterprises want to turn to their internal IT teams for support during and after their ERP implementation. But their teams first need the proper training to learn the new ERP. With training and support throughout and after implementation, internal teams can take control of their solutions.

Manufacturing enterprises prioritize in-person training—especially for super users—while SMBs prioritize beta testing and dry runs. Training sessions and run-throughs help internal teams better understand ERP capabilities, customize the system to support evolving needs, and solve problems independently.

32%
***of enterprise
manufacturers***
*say that go-live is the
most challenging part
of integrating a
new ERP solution.*

36% of enterprise manufacturers say they want training sessions and run-throughs for super users from their ERP provider.

Security Is a Key Concern

Makers, movers, and sellers in the manufacturing industry need visibility into operations and process workflows across the organization to maximize business continuity and to maintain a secure environment. Otherwise, unexpected downtime can pose a major risk to operational success.

Because ERP solutions have valuable data, support, and the automation that keeps production in motion, it's crucial to defend an ERP system against both security threats and common crisis scenarios. However, most business continuity plans don't account for downtime caused by the ever-present threat of cyberattacks. A traditional castle-and-moat security approach won't work with cloud and hybrid environments.

Most manufacturing business leaders want built-in security features like comprehensive monitoring and data loss prevention to help them effectively protect data and processes. A 360-degree view of enterprise-wide data gives IT teams the integrated support they need to mitigate threats, maintain high availability, and keep data secure.

Regardless of their level of comfort and experience with the cloud, both enterprises and SMBs benefit from working with their ERP provider to use a cloud-based solution more securely. Now more than ever, manufacturing business leaders expect their ERP solution to put cybersecurity at the forefront.

Cloud Security Comes First for Enterprises

Security is the top consideration enterprise manufacturers want to address before purchasing cloud ERP solutions.

Both SMBs and enterprises have some reservations when transitioning to cloud solutions, but enhanced security is often enough to ease concerns. Manufacturing enterprises consider security the primary decision factor impacting ERP selection, and 57% claim they'd feel more comfortable transitioning to the cloud if their provider presented more information about platform security features.

Areas to address before the purchase of cloud ERP solutions



Manufacturing

Security **32%**

Long term viability of
the solution provider **31%**

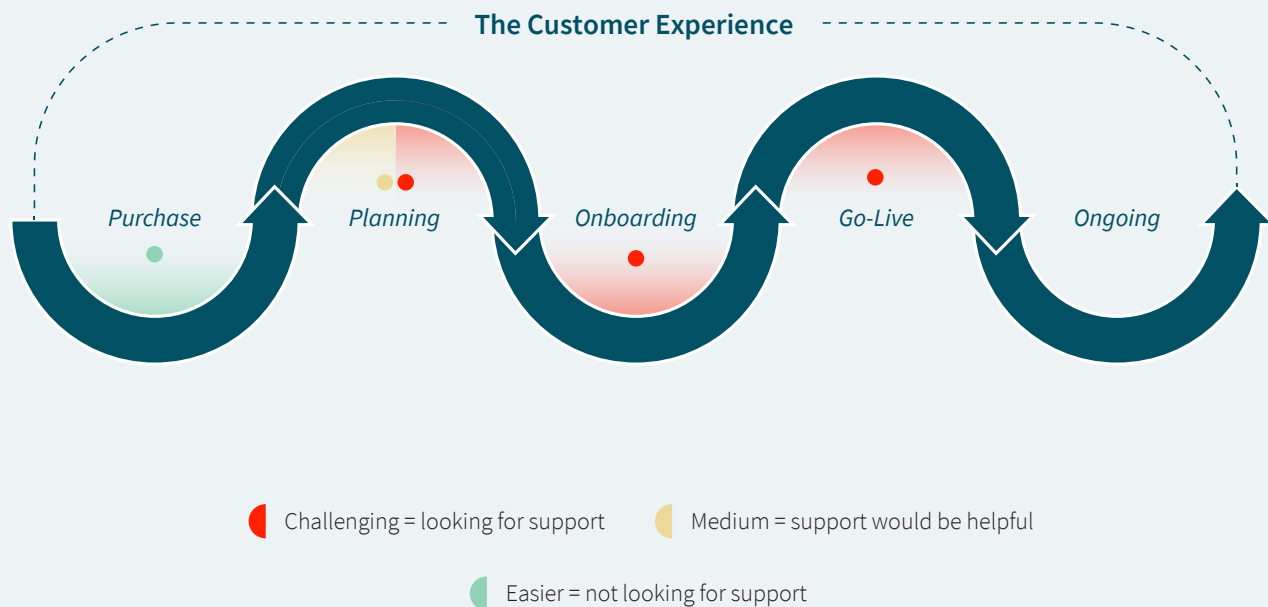
Specific features relevant
to my industry **29%**

Delivering better value and richer functionality are considerations that compel organizations to seek a new ERP solution. Integrated cybersecurity features are a strong differentiator that can increase manufacturers' confidence when transitioning to the cloud. Both enterprises and SMBs know they need support to configure cloud environments including monitoring for threats, crisis response planning, and backing up data. Leaders turn to their technology partners for more support with these critical tasks.

Enterprises consider security during the planning stage, and they want their ERP partners to help them make the best decisions. Despite many enterprises expressing confidence in cloud adoption, they also understand the risks that a misconfigured cloud environment or unmonitored IT infrastructure poses to their organization. ERP providers that offer integrated security features and help enterprises better understand the cloud environment can foster strong partnerships early.

Cloud Security Comes First for Enterprises

Specific support sought in the phases of the journey



“With Epicor Kinetic, we not only have **a very rich solution for both plant operations and corporate**, but we also have the backing of an entire Epicor cloud infrastructure, which makes us very comfortable about the availability and security of our cloud ERP system.”

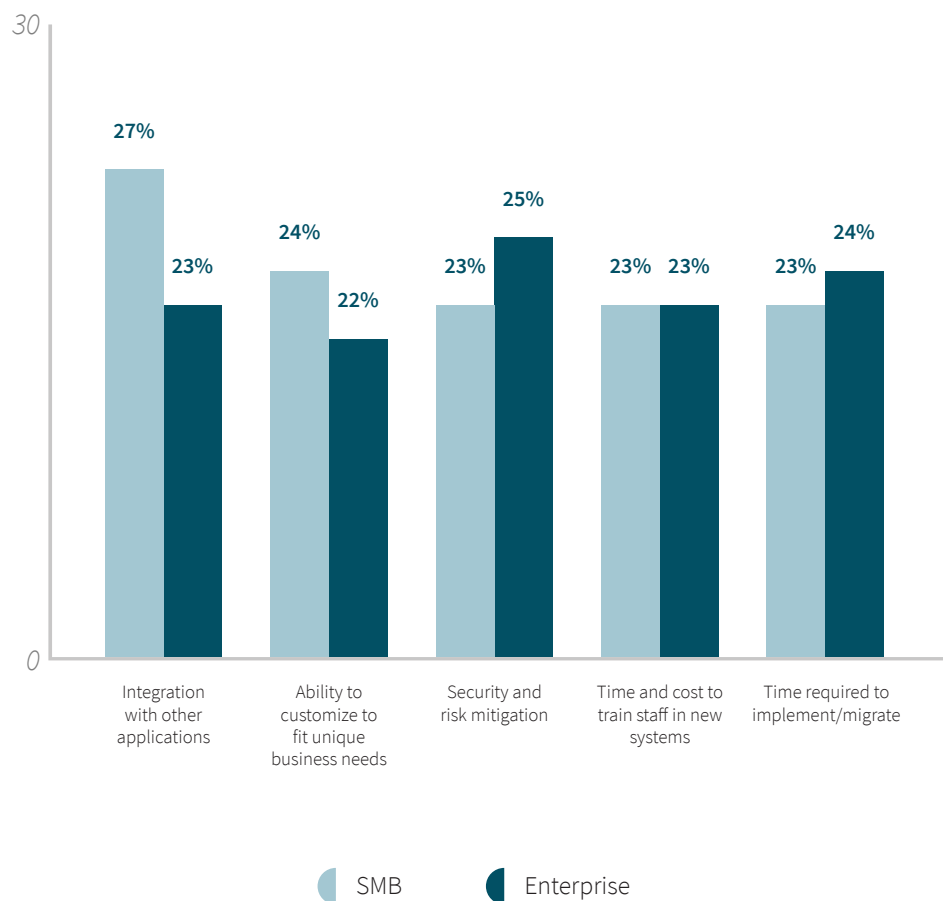
Jose Manuel Ibarra, Operations Manager, Sheló Nabel

Cloud Security Comes First for Enterprises

Manufacturers also lean heavily on their ERP partners to support data migration and beta testing during post-planning and implementation. Both SMBs and enterprises would feel more comfortable in the cloud journey if their partner provided a dedicated migration team to prevent data loss and help with data backups. This support is crucial for enterprises to maintain regulatory compliance and secure data during and after implementation.

Yet, while enterprises want their provider's support through these steps, they don't want to rely on them exclusively for ongoing support. Sufficient security training can help internal IT teams leverage specific features designed to support manufacturing businesses, customize their solutions, and make necessary changes going forward as business needs shift.

What do you perceive to be the biggest challenges specifically with onboarding and implementing new cloud-based ERP solutions?



Cloud Security Comes First for Enterprises

Ultimately, more training proves to be the strongest way to mitigate common onboarding issues. Offering ongoing support after a solution goes live can play a critical role in designing strong security and risk mitigation standards, especially for businesses facing rigorous compliance requirements.

Most ERP providers understand which compliance regulations matter most for manufacturing businesses. With that knowledge, they can continuously update the solution and offer the right guidance to design customization supporting a business's governance strategy. Expanding training during and after implementation can empower internal teams to leverage industry-specific features to streamline workflows, reduce risk, and stay ahead of ever-changing regulations.

Effective compliance relies on strong data security and management practices. That's one reason businesses want to maintain a single source of truth—to better manage their data and, subsequently, simplify tasks like auditing and reporting. Exceptional interoperability with other applications allows an ERP solution to transfer data securely from multiple sources without creating new security gaps.

Manufacturers can also introduce external monitoring tools to more effectively mitigate potential threats to their ERP platform. Capabilities like these enhance long-term viability by better supporting manufacturing businesses' needs for years to come.

Manufacturers Remain Cautiously Optimistic About Cloud Solutions

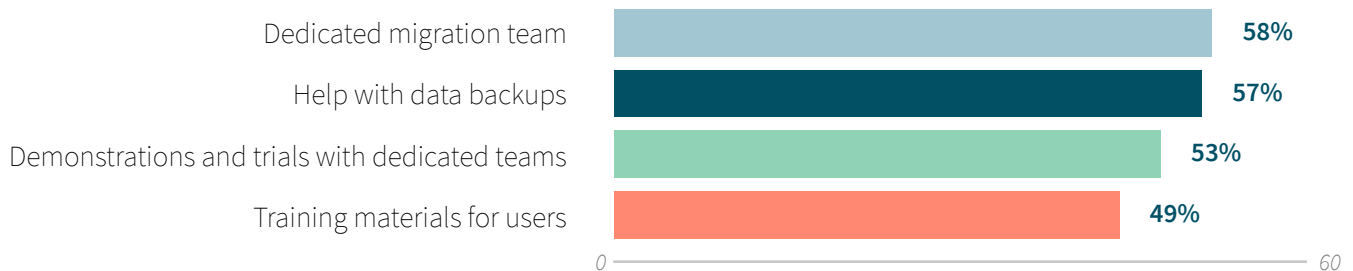
Even though most enterprise manufacturers claim they're already comfortable transitioning to the cloud, ERP providers can do more to ease the transition and help assuage their lingering concerns.

While testimonials and money-back guarantees offer manufacturing business leaders some peace of mind, business leaders need more tangible assurance before adopting cloud ERP solutions. In particular, enterprises want a deeper understanding of cloud security, more comprehensive training materials and demonstrations for internal teams and super users, and enhanced support during implementation to streamline their cloud adoption.

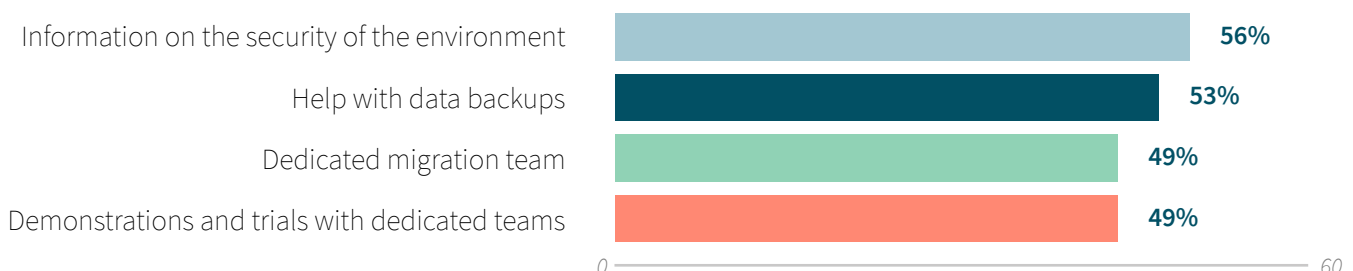
85%
of enterprise manufacturing organizations plan to transition all or most of their business solutions to the cloud in 2023, but not all business leaders in this sector are fully comfortable with their cloud journey.

Which of the following would make you feel most comfortable as you make the journey to the cloud?

SMB



Enterprise



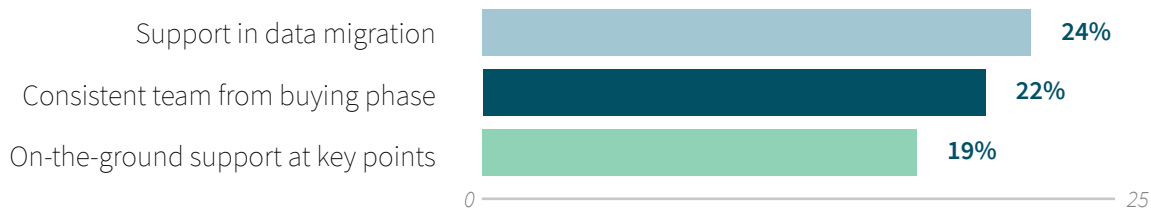
Manufacturers Remain Cautiously Optimistic About Cloud Solutions

Successful data migration is a significant concern for manufacturers during the configuration and planning stages, and strong migration support is a top priority for business leaders transitioning to the cloud. ERP providers that offer additional support to ease the transition from on-premises to the cloud can minimize the impact of business disruption.

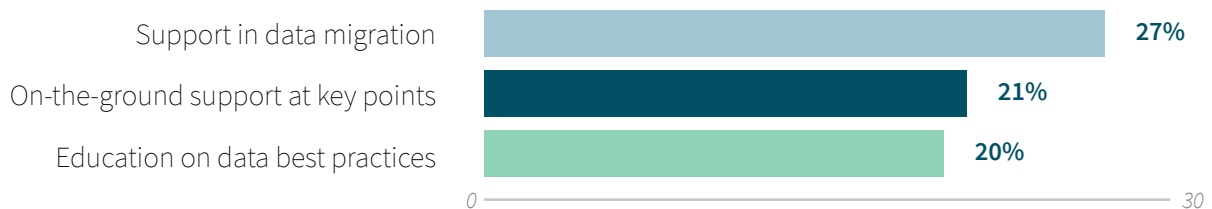
In particularly disruptive conditions—for example, amid mergers and acquisitions—a reliable cloud ERP partner is essential to help teams work effectively together and provide more visibility into financials across the whole organization, including subsidiaries. Additional on-the-ground partner support at key points can make configuration security stronger and secure business continuity, despite the changes happening within a business's expanding IT environment.

Increasing comfort during the configuration and planning phase

SMB



Enterprise



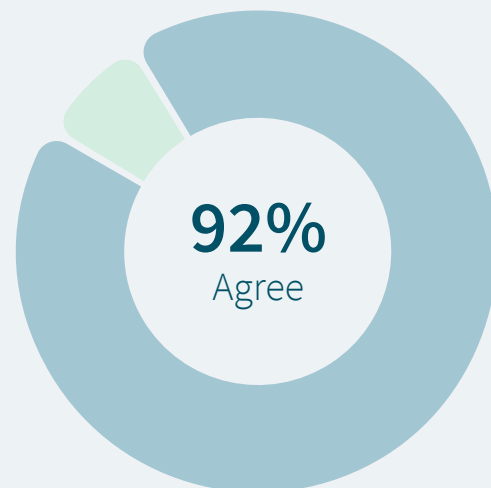
Manufacturers Remain Cautiously Optimistic About Cloud Solutions

While business disruption is inevitable when introducing a new cloud solution—as 92% of enterprises confirm—a strong relationship with an ERP partner can help standardize cloud adoption across business units and subsidiaries. Large enterprises that initiate mergers and acquisitions often leverage hybrid cloud solutions to allow their organizations to define the solutions that work best for their individual needs. However, manufacturers can further reduce business disruption by streamlining ERP implementation practices across their entire portfolio.

Business disruption with migrating

Agreement by Industry:

- Automotive: 89%
- Building Supply: 96%
- Distribution: 93%
- Manufacturing: 91%
- Retail: 95%

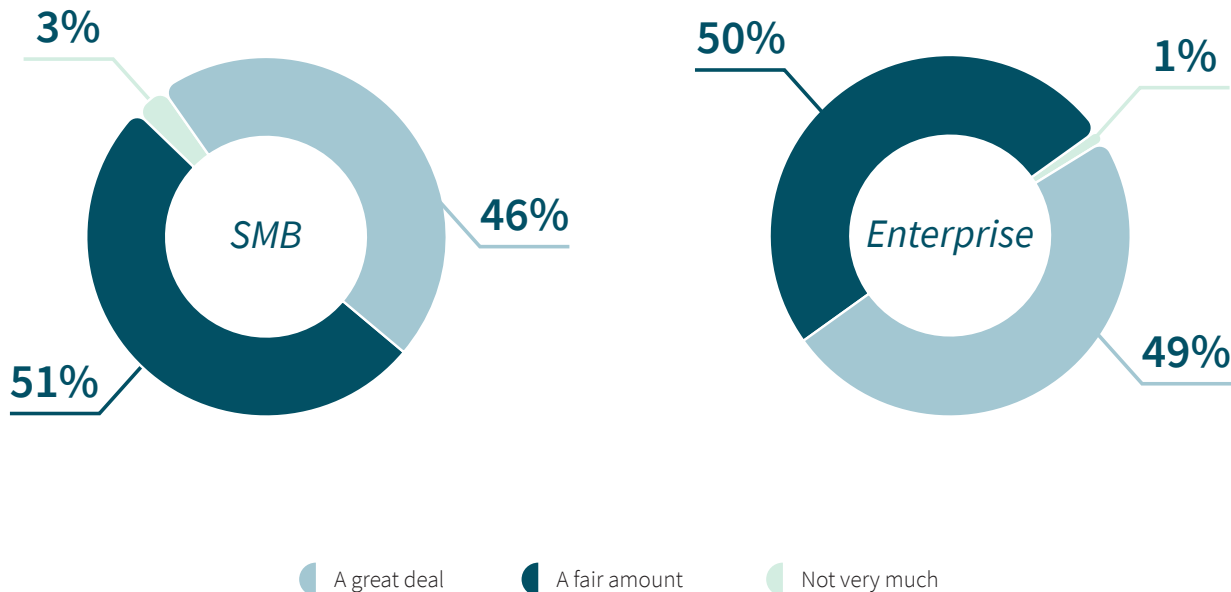


Visibility Into the ERP Buying Journey Enhances Confidence

Manufacturing enterprises indicate they could benefit from more transparency, communication, and guidance throughout the ERP journey. A combination of poor visibility into the process and inconsistent communication puts a barrier between the business and their ERP providers.

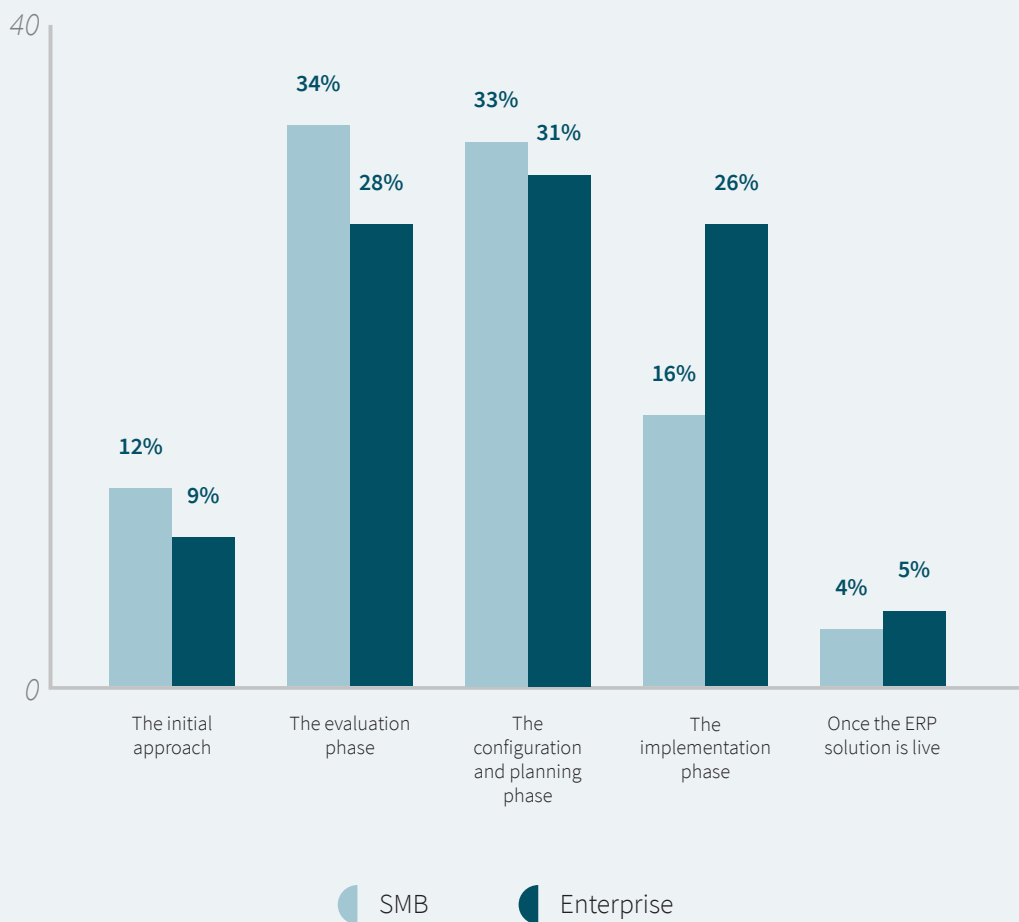
99%
of manufacturing enterprises
say greater transparency
would increase their
**confidence throughout
the ERP journey.**

Manufacturers want more transparency



Visibility Into the ERP Buying Journey Enhances Confidence

In which part of the purchase process would you be most interested in gaining greater transparency?



Manufacturing leaders believe they'd benefit most from greater transparency during the configuration and planning phases. Having more insight into how the solution is configured and how it will operate within their IT environment helps them better prepare for any issues during implementation and after go-live.

Enhanced partnership and visibility during implementation can help leaders create the customizations they need to take full advantage of their new ERP solution while mitigating security risks and business disruption. Having more transparency around implementation also helps identify areas where teams might need additional training before the solution goes live.

Visibility Into the ERP Buying Journey Enhances Confidence

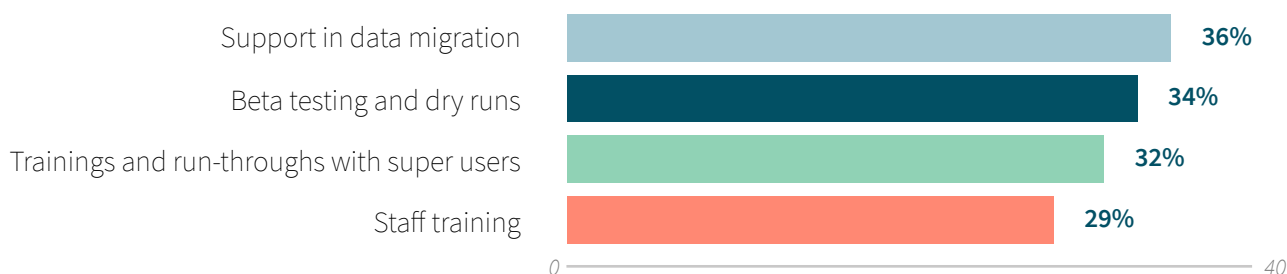
Transparency establishes the foundation for a long-term partnership between a manufacturer and ERP provider. Clearly communicating pricing, release cadence, features and capabilities, and the support available allows the business to make an informed decision and choose the most suitable solution for their needs.

Ongoing support throughout the ERP journey builds on the partnership's foundation. Manufacturing leaders know successful implementation depends on their teams receiving comprehensive training and hands-on support throughout the onboarding and implementation phases. In addition, many organizations recognize that additional support with data migration and beta testing can help them establish a reliable single source of truth and gain comprehensive data visibility to enhance decision-making and provide deeper insight into financial performance.

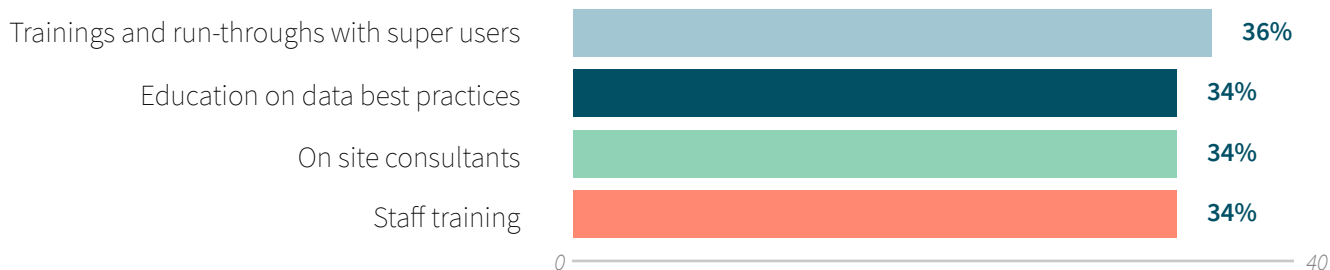
However, not all organizations feel confident introducing data best practices. With so much data to control, enterprises want more support from their ERP implementation team to learn about cutting-edge best practices to manage their data. This concern may not be as relevant for SMBs that aren't subject to as many compliance requirements and often collect and store less data.

Useful support types when onboarding or implementing ERP

SMB



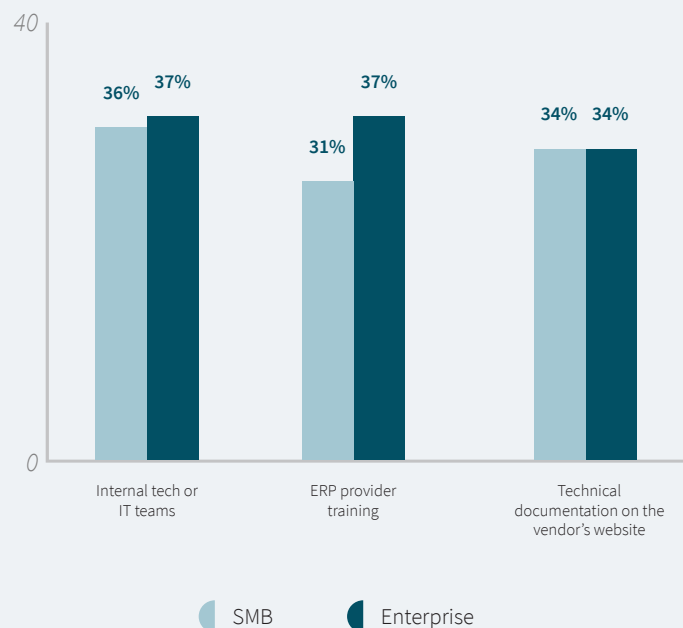
Enterprise



Visibility Into the ERP Buying Journey Enhances Confidence

The support needs of manufacturing leaders are even more critical after go-live. With so many unique processes and workflows, manufacturing enterprises must continuously optimize their ERP solution. Additional training, technical documentation, and help desk support can empower internal IT teams to expand ERP capabilities through customization. Ultimately, strong support helps organizations maximize their ERP solution to drive business efficiency and growth.

Where do you look for support when your ERP is live, and the project is complete?



“Epicor did not leave once we had purchased the product. We always felt Epicor was there supporting and monitoring the implementation process. And when there was an issue, Epicor made sure it was resolved quickly and effectively. It shows Epicor really cares.”

Novianto Nugroho, Group Head of ICT, SAS Group

Designing an ERP Journey

Fit for Modern Manufacturers

The research reveals that business leaders want and expect a strong partnership with their ERP providers. Here's what they value most:

Consistent contact with a support team throughout the ERP journey.

Manufacturing leaders want regular contact, ongoing support, and more consistency from their provider to build a partnership. Additional contact is especially important for those who engage through a software selection consultant.

1

2

Robust cybersecurity to address concerns. Business leaders are most likely to search for a new ERP provider if they're concerned about cybersecurity. Transitioning to the cloud is appealing, but many businesses want to understand the security environment better before moving forward with their cloud journey. They want to know their data is secure and feel confident that their ERP solution is configured correctly to mitigate risk.

3

Strong integration with other applications and more industry-specific features. Running manufacturing processes smoothly involves a lot of moving parts, and leaders need an ERP solution that can handle it all seamlessly. Most manufacturing leaders will switch providers to get the best functionality. For modern leaders, ERP systems must include features that cater to specific industry needs and offer the ability to integrate with both new and existing technology.

4

More opportunities for training. Manufacturing organizations prefer to lean heavily on their internal IT teams after go-live, so many are interested in training that will set those teams up for success. Partner-directed training opportunities during and after implementation help organizations make the best use of their ERP solution.

5

A solution that grows with them. Manufacturing leaders don't want to reconsider their provider as often as they do. Most organizations are searching for long-term viability in their next ERP investment.

Epicor: A Committed Partner in Your ERP Journey

We Champion Manufacturers Every Step of the Way

At Epicor, we put partnership first. We work closely with both enterprise and SMB manufacturers to design solutions that cater to each business's unique processes and operational needs. Our cloud ERP solution and security suite empower business leaders with the right tools and support, so they can make, move, and sell more.

Digital transformation is within reach for your manufacturing firm. Continue your transition to the cloud with an ERP solution fit for your business needs. Our expert team is here to offer the industry-specific know-how you need to support your cloud journey every step of the way.

Integrated Security

Cloud security isn't intimidating with Epicor. Our cloud-based ERP solution is designed to automatically keep your software version current, to help make your system less vulnerable to risk. Our expert security team works with your internal team continuously to help ensure your solution is secure, without adding more work to your plate.

Real-Time Data Visibility

Leaders rely on a single source of truth to make critical business decisions. Epicor interconnectivity with other applications makes it easy to gain a full picture of your operations, performance, and productivity through every stage of production. With ready access to critical data insights, organizations can streamline operations and keep their businesses running at peak performance.

Extensive Functionality Designed for Manufacturing

Deep Epicor industry expertise offers insight into the most important features and configurations for businesses. Capabilities like real-time production and process monitoring, planning and scheduling, and quality monitoring address critical manufacturing challenges to help you scale.

Comprehensive Training and Support

Learn how to take full advantage of your ERP solution directly from the experts. We offer 24/7 support, a dedicated go-to person for technical issues, and a customer account manager to answer your questions. We also empower teams with both on-site and online education to help you make the most of your ERP platform's capabilities.

Trusted Partnership

At Epicor, we're with you every step of the way. Our dedicated advisors make your ERP journey transparent from the start and offer comprehensive support long after you go live. We understand that adopting new solutions can be difficult, and we help you create a solution that best supports your team for years to come.

Get in Touch

Let our experts show you how our leading manufacturing solutions can help your business thrive well into the future with cloud ERP.

www.epicor.com/manufacturing



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