Epicor Case Study

Background

At roughly $1 billion in revenue, Epicor Software Corporation is one of the world's leading providers of industry-specific business software that gathers, stores, manages, and shares information for customers in manufacturing, distribution, retail, building supply, and automotive organizations. Epicor solutions offer deep industry expertise earned over nearly 50 years of working hand-in-hand with customers to curate innovative solutions to fit their unique business needs. Over 20,000 customers in 150 countries around the world rely on Epicor solutions to help improve performance and profitability.

**20,000 +
Customers**

**150
Countries**

Epicor chose to partner with SOFTRAX in July of 2012 and hasn't looked back since. Epicor leverages SOFTRAX solutions to help manage the renewal and billing of its maintenance contracts, the billing of its subscription fees, and the recognition of revenue for these billings.

Challenges

In 2012, Epicor set out to achieve something that few have been able to attain. Epicor wanted to evolve back office processes and systems to ensure the highest state of automation possible. Due in large part to the quality of its offerings, Epicor is a high transaction volume business. To further the challenge, Epicor also needed the flexibility and adaptability of the solution to remain effective and stable during a period of rapid evolution and business growth, both organically and through M&A activity. These activities began in North America and have since expanded to the global Epicor business.

Solution

Today, Epicor leverages the solutions from SOFTRAX in a modular fashion, augmenting their internal use of Epicor's own ERP suite with the installations and revenue management functions of SOFTRAX for internal and external customers. The automation infrastructure that Epicor and SOFTRAX created stands the test of time. It spans the integration of multiple acquisitions, each bringing different product sets and requirements to SOFTRAX. Data migration and update functionality tied to the solutions helps to provide a seamless on-boarding of these acquisitions with minimal disruption to the overall business.

"Upon my joining Epicor, I was originally skeptical of the SOFTRAX solution. But as I came to understand its capabilities, I discovered that we were substantially underutilizing the software. The main reasons for this were the tendency to maintain a myriad of legacy processing practices that limited our ability to cash in on automation efficiency. Through an outstanding collaborative effort with the Softrax team, we improved Softrax features and functionality that will help Epicor grow and scale its install base and recurring billing."

Fabian Dohmes – VP, Finance Operations, Epicor

"Epicor has shown incredible dedication to ensuring internal processes are world class in terms of not only automation, but the application of security and controls. They are singularly focused on a great outcome for their customers. We at SOFTRAX are very proud to be a partner in this effort.", Tom Zauli – SVP/GM, SOFTRAX.

60,000	20,000 +	725,000
Contracts/Month	Customers	Renewing Products

Today, Epicor is in the process of implementing the next level of automated billing capabilities to help improve customer satisfaction and self service, while also further improving the efficiency of their financial operations. SOFTRAX continues to work with Epicor in support of these efforts. Epicor currently processes roughly 60,000 contracts per month through the combined system for over 20,000 customers representing nearly 725,000 renewing products. SOFTRAX automates everything in this process from order capture to billing and revenue recognition.

About SOFTRAX

Softrax provides the only complete revenue management solution that combines enterprise-level billing and revenue recognition capabilities in a multi-tenant cloud-based tool. Independent modules seamlessly integrate with each other and existing core systems to deliver enterprise-level functionality that streamlines the entire revenue management process and advance an organization's path toward continuous without the need for large platform customization or replacement.

We would greatly appreciate an opportunity to help your company and you reach full revenue automation. Please contact SOFTRAX today at sales@softrax.com, 972.715.4028, or softrax.com.