

# Simple, Smooth, Fast

The business benefits  
of iScala® 3.0



**EPICOR®**

## What's Inside...

The meaning of responsiveness . . . . .	3
Simpler compliance, smoother service . . . . .	4
Customer experiences built on accurate information. . . . .	5
Intelligent automation for better service . . . . .	6
Knowledge is power . . . . .	7
The power to do more. . . . .	8





# The meaning of responsiveness

Being responsive is something that all organisations aspire to, but what does it actually mean to be responsive? As with any buzzword, the term means different things to different people. At Epicor, we believe that responsive organisations exhibit the following behaviours:

- ▶ They react quickly and positively to events such as statutory, legislative or fiscal changes
- ▶ They ensure their employees have access to all the information they need to provide customers with a great experience
- ▶ They respond efficiently to enquiries from suppliers, partners and customers at all times, no matter where their employees are
- ▶ They constantly analyse information, events and reports to improve their strategies and processes

Epicor Software has released iScala 3.0, and subsequently followed this with a number of feature-rich functional service packs. These releases come with a host of new functions and capabilities to help your organisation gain a competitive edge in the global marketplace by becoming more responsive. In this ebook, we'll take a look at some of the ways iScala 3.0 can benefit your organisation.



# Simpler compliance, smoother service

Undoubtedly, one of the greatest challenges for any organisation is maintaining compliance with countryspecific regulations—especially if those regulations change or the organisation operates in multiple regions with differing regulations.

iScala 3.0 is equipped with built-in functionality that helps organisations meet country-specific regulatory and legislative requirements, and can easily be configured for new markets or regulations as and when required. With iScala, enabling compliance—when you enter a new market or when regulations change—is both simple and quick, allowing you to get on with what you do best: serving your customers.

## iScala in action

If your organisation needs to comply with changing tax and legislation in an existing or new market, or changes in SEPA, with iScala 3.0 you can quickly and easily generate new forms, reports or entire business processes to ensure that your organisation stays compliant.



# Customer experiences built on accurate information

Whether you deal with them in person or remotely, ensuring a consistently positive and helpful experience for your customers is a key measure of success for any organisation. But if you have hundreds of regional customers, or thousands spread across the globe, maintaining that experience can be a challenge.

iScala 3.0 contains powerful tools to help your organisation stay focused on the most important part of the business: your customers. By finding information quickly, your employees can provide better service and strengthen the relationship between customers and your organisation.

To do this, iScala 3.0 leverages the Epicor Internet Components Environment (ICE) platform, enabling users to quickly access, update and input information wherever they are via an authorized connected device such as a desktop PC, mobile or tablet.

With these powerful capabilities, your organisation will be able to respond faster and more accurately not only to customers, but also to suppliers and partners, creating an efficient, streamlined supply chain based on truly collaborative partnerships.

## iScala in action

When a customer calls regarding a current order, the customer service representative can use iScala 3.0's Enterprise Search capabilities to quickly find all the information they need to help the customer, even drilling down to individual orders if necessary. Changes to the order can be made instantly using iScala and, once the representative has made those changes, they will be communicated throughout the business and to the customer, allowing for a positive and satisfying experience with you.

At the same time, one of your salespeople might visit another customer's premises to discuss orders with them. The salesperson could make changes to existing orders there and then via their mobile device, updating iScala in real time to enable you to satisfy your customers' needs quickly and efficiently.



# Intelligent automation for better service

For most organisations, giving customers the perfect product or service relies on efficient workflows and a healthy relationship with the rest of the supply chain. Both are usually achieved by having robust processes in place that your employees have to manage, monitor and support.

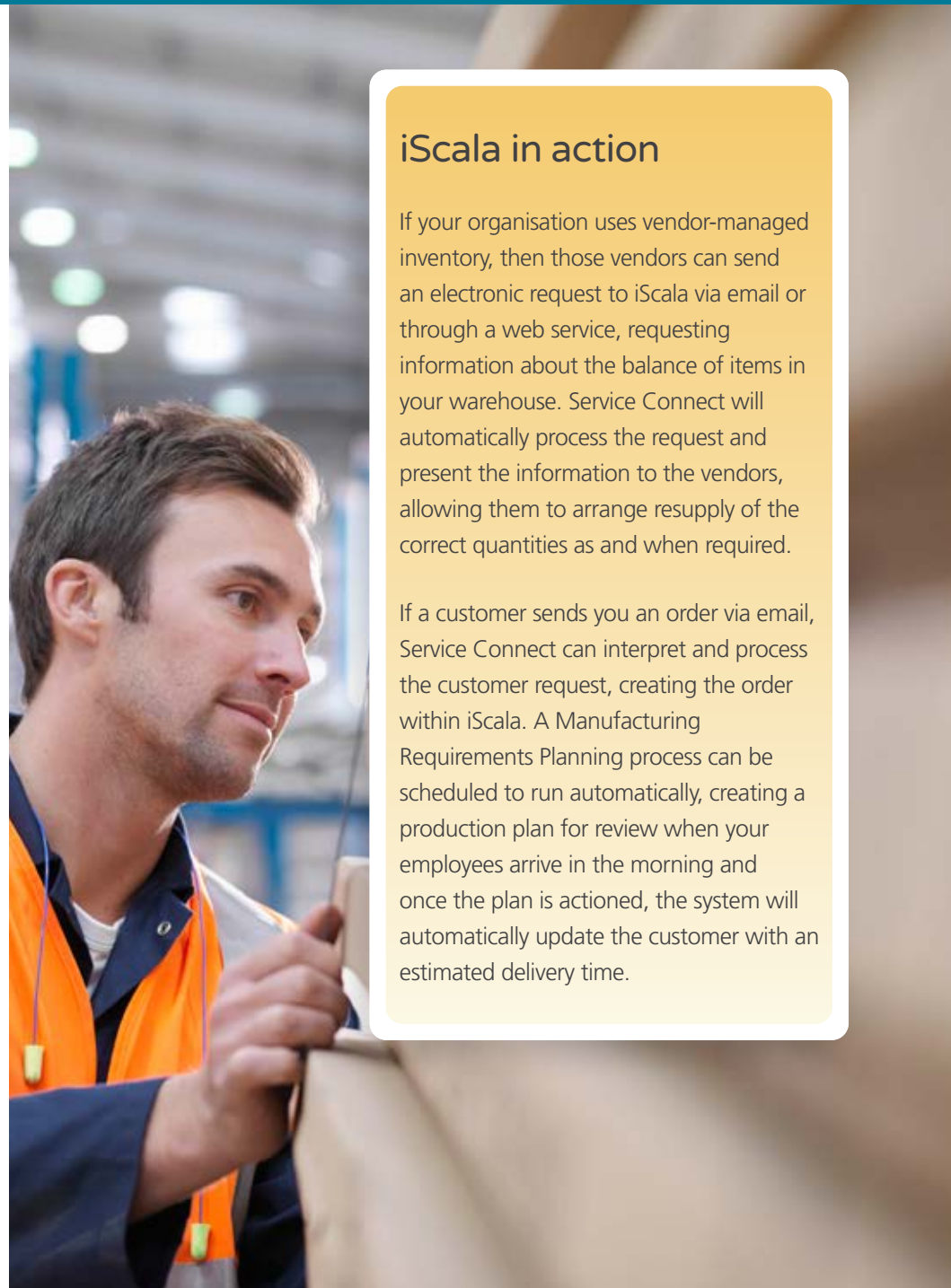
iScala 3.0 delivers support for the latest version of Epicor Service Connect to reduce the complexity of these processes. By automating steps that were previously completed manually, Service Connect enables your employees to spend less time on process and more time on more important tasks, increasing their productivity and your overall output. In fact, iScala 3.0 can automate workflows to the point where your business can respond to partners, suppliers and customers automatically—allowing your business to operate reliably and consistently 24 hours a day.

Additionally, Service Connect is able to integrate with other internal and external systems, helping you work more smoothly with your customer and supplier networks. Combined with iScala's pre-defined integration packages, which enable easy adoption of new business processes, iScala and Epicor Service Connect can help you provide a higher level of service. This in turn strengthens your business relationships, develops more efficient business processes, can increase output and efficiency.

## iScala in action

If your organisation uses vendor-managed inventory, then those vendors can send an electronic request to iScala via email or through a web service, requesting information about the balance of items in your warehouse. Service Connect will automatically process the request and present the information to the vendors, allowing them to arrange resupply of the correct quantities as and when required.

If a customer sends you an order via email, Service Connect can interpret and process the customer request, creating the order within iScala. A Manufacturing Requirements Planning process can be scheduled to run automatically, creating a production plan for review when your employees arrive in the morning and once the plan is actioned, the system will automatically update the customer with an estimated delivery time.







## iScala in action

At the end of a financial period, reports can be run across the whole business. Specific reports can be selected and pushed to managers on their mobile devices.

Managers can consume the information and take note of any changes they need to action, wherever they are—in the office, on the move, or on the plant floor.

## Knowledge is power

There's an old saying in business: 'you can't manage what you can't measure'. To succeed, organisations constantly need to improve their processes and adapt to external changes—but without concrete data and the ability to analyse it intelligently, making those improvements could be based on guesswork.

The Advanced Financial Reporting (AFR) extension for iScala gives you a comprehensive overview of what's happening in your organisation. It provides information you need to make intelligent decisions to move your business forward, with mobile access so you can make those decisions anywhere. With AFR, iScala empowers you to adapt to changing market conditions, and respond to internal demands, to keep your organisation ahead of the competition.

“Our old system required more than 24 hours to complete a process. In iScala 3.0, the same process, on the same hardware and using the same data, can be performed in less than two hours.”

*Vladimir Menshikov, SoyuzBaltKomplekt*

# The power to do more

In this ebook we've seen how iScala 3.0 can deliver real business benefits for your organisation by increasing your responsiveness to:

- ▶ Legal, fiscal and statutory changes
- ▶ Customers, suppliers and partners
- ▶ Events affecting profitability

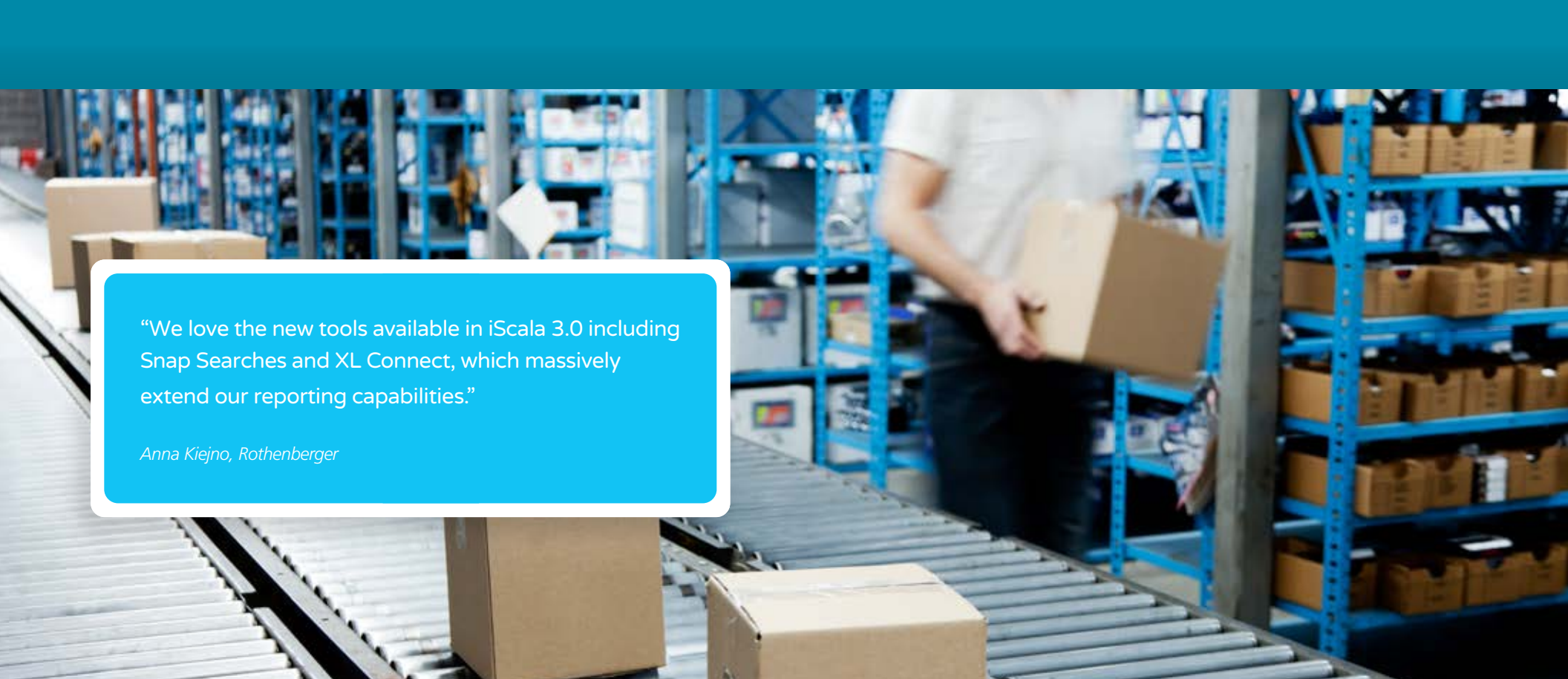
This new level of responsiveness will allow you to adapt to changes in your marketplace, streamline your internal processes, and create strong collaborative relationships up and down your supply chain. Ultimately, those relationships can manifest as faster lead times, more satisfied customers, and increased revenue.

**"iScala 3.0 enables us to easily access vital information about customers, suppliers and orders, improve our customer service, and save time."**

*Christina Neagu, Frigotechnica*







“We love the new tools available in iScala 3.0 including Snap Searches and XL Connect, which massively extend our reporting capabilities.”

*Anna Kiejno, Rothenberger*

## iScala 3.0

Building on previous versions of iScala, Epicor iScala 3.0 supports your organisation as you embrace new markets and new ways of working. With Epicor ICE for iScala delivering enhanced mobile and web-based data management and powerful Enterprise Search capabilities, iScala 3.0 can help your business become more responsive across all departments.

If you'd like to find out how iScala 3.0 can help your organisation become more responsive, let's talk. Get in touch with your Epicor account representative today—or use the contact details below. Contact us at:

 +44.0.1344.468468

 UKmarketing@epicor.com

 [www.epicor.co.uk](http://www.epicor.co.uk)

## About Epicor

Epicor Software Corporation drives business growth. We provide flexible, industry-specific software that is designed around the needs of our manufacturing, distribution, retail, and service industry customers. More than 40 years of experience with our customers' unique business processes and operational requirements is built into every solution—in the cloud, hosted, or on premises. With a deep understanding of your industry, Epicor solutions spur growth while managing complexity. The result is powerful solutions that free your resources so you can grow your business. For more information, [connect with Epicor](#) or visit [www.epicor.com](http://www.epicor.com).



Contact us for more information on Epicor Products and Services

 +44.0.1344.468468  [UKmarketing@epicor.com](mailto:UKmarketing@epicor.com)  [www.epicor.co.uk](http://www.epicor.co.uk)

**Corporate Office**  
804 Las Cimas Parkway  
Austin, TX 78746  
USA

Toll Free: +1.888.448.2636  
Direct: +1.512.328.2300  
Fax: +1.512.278.5590

**Latin America and Caribbean**  
Blvd. Antonio L. Rodriguez #1882 Int. 104  
Plaza Central, Col. Santa Maria  
Monterrey, Nuevo Leon, CP 64650  
Mexico

Phone: +52.81.1551.7100  
Fax: +52.81.1551.7117

**Europe, Middle East and Africa**  
No. 1 The Arena  
Downshire Way  
Bracknell, Berkshire RG12 1PU  
United Kingdom

Phone: +44.1344.468468  
Fax: +44.1344.468010

**Asia**  
238A Thomson Road #23-06  
Novena Square Tower A  
Singapore 307684

Singapore  
Phone: +65.6333.8121  
Fax: +65.6333.8131

**Australia and New Zealand**  
Suite 2 Level 8,  
100 Pacific Highway  
North Sydney, NSW 2060  
Australia

Phone: +61.2.9927.6200  
Fax: +61.2.9927.6298

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