

EPICOR PROPHET 21

EXTENDED PROFILE

OVERVIEW

Epicor Prophet 21 is designed to streamline processes and grow with your business.

The system is best suited for wholesale distributors in the following industries: industrial/safety, medical supplies/equipment, electrical, fasteners, HVAC, paper & packaging, petroleum, welding supplies & packaged gases, as well as other durable goods.

KEY CAPABILITIES:

- **Customer relationship management:** CRM tools provide quick and efficient access to information, helping you streamline daily processes and improve customer service.
- **Warehouse management:** The WMS module boosts the accuracy of repetitive tasks like receiving, cross-docking, put-away, picking, cycle counting, and inventory operations.
- **Service and maintenance:** Helps track service orders, contracts, maintenance schedules, warranties, and more. It also allows users to monitor technicians' schedules and open orders.
- **Inventory management:** Dynamic inventory replenishment methods help lower carrying costs, reduce excess inventory, and improve cash flow.
- **Procurement:** Centralizes the purchasing process so you can optimize buying power and inventory levels.
- **Order management:** Whether orders are entered via mobile or laptop, or online by the customer, information goes directly into Prophet 21 for faster order processing.
- **Financials:** The real-time general ledger provides instant financial statements, helping you make informed business decisions.
- **Manufacturing:** Prophet 21 Manufacturing allows the end-to-end tracking of assemblies and production orders.
- **Business intelligence:** A no-code, self-service BI solution with a cloud data warehouse, no-code transformations, and over 100 connectors. It syncs with Prophet 21 to help you identify trends, engage customers, and increase sales.
- **Epicor Automation Studio:** Prophet 21 can automate connections to apps like Salesforce, ADP, and ServiceNow internally and externally. Using little to no coding, employees can easily integrate and automate scheduled and event-triggered workflows and robotic process automations (RPAs) between apps, data, and Prophet 21.

Prophet 21 runs on any browser, allowing distributors access from any device, anytime, anywhere. Both cloud and on-premises deployment options are available.



SOFTWARE SPECIFICATION

OVERVIEW	
PRODUCT NAME	Epicor Prophet 21
BUSINESS SECTORS	
DISTRIBUTION	✓
GOVERNMENT & NPO	✗
MANUFACTURING	✓
RETAIL	✗
SERVICES	✗
INDUSTRY	
AEROSPACE & DEFENSE	✗
AUTOMOTIVE	✗
CHEMICAL	✗
CONSTRUCTION	✗
COSMETICS	✗
ELECTRONICS	✓
ENERGY/POWER/UTILITIES	✗
ENGINEERING	✗
FASHION	✗
FINANCIAL SERVICES	✗
FOOD & BEVERAGE	✗
LOCAL GOVERNMENT	✗
MEDIA	✗

MEDICAL & HEALTHCARE	✓
METALWORKING	✗
OILFIELD	✗
PACKAGING	✓
PAINT & ADHESIVES	✗
PHARMACEUTICAL	✗
PLASTICS & RUBBER	✗
PRINT & DESIGN	✗
RENTAL	✗
TELECOMMUNICATIONS	✗
WOODWORKING	✗
CANNABIS	✗
EDUCATION	✗
NONPROFIT	✗
ERP SOFTWARE FEATURES	
BILLING	✓
BUSINESS INTELLIGENCE/ANALYTICS	✓
COSTING	✓
CRM	✓
CUSTOMER SERVICE	✓
PRODUCT DESIGN	✓
FINANCIALS & ACCOUNTING	✓
HR	✗
INVENTORY MANAGEMENT	✓
ORDER MANAGEMENT	✓

PLANNING & SCHEDULING	✓
PROJECT MANAGEMENT	✓
PURCHASING	✓
QUALITY CONTROL	✓
SALES	✓
SHIPPING & DISTRIBUTION	✓
SUPPLY CHAIN MANAGEMENT	✓
WAREHOUSE MANAGEMENT	✓
ASSET MANAGEMENT	✗
DOCUMENT MANAGEMENT	✓
CUSTOMER SUITABILITY	
ENTERPRISE (1000+ EMPLOYEES)	✓
MEDIUM SIZE (251-1000 EMPLOYEES)	✓
SMALL BUSINESS (1-250 EMPLOYEES)	✓
ADDITIONAL PRODUCT INFO	
MULTI LANGUAGE	✓
MULTI CURRENCY	✓
CUSTOMIZABLE	✗
SYSTEM HOSTING	
CLOUD	✓
INSTALLED ON PREMISE	✓
FURTHER INFORMATION	
IMPLEMENTATION TIMEFRAME	24 weeks



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