



Epicor for

# Aerospace and Defense

## Functionality

- ▶ Embedded project management supports efficient cost and schedule visibility
- ▶ Product Lifecycle Management (PLM) for complex engineering-intensive product control
- ▶ Supports engineer-to-order and mixed-mode manufacturing
- ▶ Embedded robust quality management to support stringent regulatory requirements

## A New Perspective for Aerospace and Defense Manufacturers

Epicor understands that as an aerospace and defense (A&D) manufacturer, you must identify, consider, and respond to a new set of challenges each day. Change in this industry is a given; managing the change with tools and services to distinguish your business from local and global competition is fundamental.

With increasing pressure to reduce prices in a business climate of expanding raw material cost and reduced labor availability, businesses like yours are streamlining and adopting new technology to automate business processes for more competitive lead times and to reduce waste in the organization.

Epicor for Aerospace and Defense is a global enterprise resource planning software solution designed for manufacturing organizations who supply products and services to the aerospace and defense industry.

## Putting Your Customer at the Center of Your Business

A&D manufacturers are continually being monitored for delivery performance, cost, and quality by their customers. In an effort to assist your organization in maintaining your premier status as an A&D supplier, Epicor for A&D offers a suite of functionality designed to put the demands of your customer first. Embedded Customer Relationship Management (CRM) functionality provides complete workflow for each estimate, including customer sign-off, at each critical stage from initial design through estimate. Additionally, with embedded Demand Management and full Electronic Data Interchange (EDI) collaboration, customer demands can be implemented in real time.

## Quote to Cash Project Management

Project success is critical to bottom-line profitability for A&D companies. Robust project management capabilities are required to ensure that the impacts of running behind schedule or over budget are avoided. Project scope needs to be managed constantly with variations identified immediately. Epicor Project Management is a comprehensive solution for program managers who plan and execute simple or complex projects that can require intricate multilevel phases as well as strict costing and complex billing methods.

Profit margins can get lost in the details. Managing simple to multilevel projects and the details required for optimum visibility, profitability, and on-time delivery can be difficult, especially if multiple systems are deployed for defining, estimating, procuring, reporting of plant labor, and in-process status.

Epicor for A&D provides embedded project management to handle the complete unique quote to cash cycle that A&D companies require. Project management starts with the initial definition of work breakdown structures (WBS), single and multiple levels, including phases, tasks, and budgets. Bidirectional integration with Microsoft® Office® Project gives program managers an additional tool to use to easily manipulate the schedule and simplify the planning of any project. Project templates and copy capability is another method to simplify the often difficult task of project definitions. The WBS fully supports the proposal and estimating process which gives estimators a complete picture of the project or program, eliminating costly mistakes in the proposal and quote. With multilevel indented bill of material and routing functionality, complex assemblies can be estimated in a single entity, reducing costly redundancies and inefficiencies. Additionally, as a result of comprehensive cost controls that factor labor, material, burden, overhead, and subcontracting, estimates are driven from accurate costing measures for peace of mind in the validity of the final estimate.

Once the project moves from the proposal to contract, project milestones, production jobs, procurement, revenue recognition, and invoicing are fully supported. Complete visibility of costs at each level of the WBS and rolled up costs are easily accessible all the way up through the project structure. For added project insight cross-project analysis of key elements such as a material class, burden, or labor type is standard. At all times, throughout the whole process, embedded project analysis and reporting combined with business process management provides accurate and up-to-date status information and meaningful alerts. Project manufacturing capabilities cover the operations side of the business from materials planning, procurement, and manufacturing to customer delivery.

To complete the quote-to-cash cycle, project invoicing methods include milestone billing, time and materials, cost plus, and progress billing. The comprehensive project management,

costing, billing, and revenue recognition functionality guarantee compliance with contract requirements and accounting standards.

## Unique Requirements for Analysis and Reporting

Epicor offers flexible reporting options and includes project or program analytics for real-time project analysis for reporting status and exceptions, including real-time revenue recognition as it happens rather than at the end of the project. Epicor Dashboards permit the combination of multiple capabilities such as inquiries, ad hoc reports, workbenches, graphical analysis, tactical business intelligence, alerts, and business monitoring—all in a single dashboard. These analytics lay the foundation for A&D industry requirements.

## Meeting Strict Guidelines for Product Data

Product and program specific data for A&D manufacturers is especially stringent due to governmental and industry standards for recording products at the design, production, sourcing, and delivery stages. Support for stringent product traceability, including lot traceability and lot attributes, top and lower level serial tracking, along with product documentation and revision change control are core to the system. The Epicor robust PLM is a comprehensive end-to-end solution developed to manage all aspects of a product's lifecycle, as well as enabling enterprises to control the enormous amount of electronic documentation that they produce. From engineering to production to service to finance, complete product history and visibility is available.

## Maintaining Supplier Status Through Delivery Performance

It's a known fact that the number of suppliers servicing the A&D manufacturing industry has been greatly reduced in the last decade. For A&D manufacturers, offering superior day-to-day delivery performance coupled with the agility to rapidly respond to requests, offers added value to customers by supporting long-term relationships and providing a needed competitive advantage.

Whether you are looking for rapid response to electronic requests via EDI orders and change orders, scheduling accuracy with embedded Advanced Planning and Scheduling, or the ability to more accurately estimate lead times with Capable to Promise functionality, Epicor for A&D offers a complete suite

of tools to streamline business processes and stay on top of delivery schedules. Simplified electronic collaboration with your suppliers is supported through Epicor's Supplier Connect.

## Improve Lead Times and Reduce Waste With Lean Methodologies

Innovative manufacturers who deploy Lean methodologies business-wide reap huge benefits in terms of customer satisfaction and overall business performance.

Epicor for A&D can help manufacturers looking to reduce wasted processes from the office to the plant floor, through use of fully integrated systems and streamlined business processes. Additionally, support for cell-based strategies and demand pull systems provide the framework for elimination of waste in the manufacturing process. Epicor for A&D offers embedded Kanban functionality (i.e. signal to manufacture or move product) that offers functionality required to manage several types of electronic signals for Kanban control. As supply levels or order demand requires additional product, Kanbans are automatically triggered for replenishment.

## Maximize Equipment Effectiveness

Epicor Mattec<sup>®</sup> Manufacturing Execution System (MES) empowers A & D manufacturers with real-time performance data and the ability to eliminate inaccurate and time-consuming manual data collection. Producers who extend their Epicor system with automatic production monitoring enable operators to focus on making quality product—they anticipate and avoid problems, eliminate downtime, and maximize throughput—all from the front lines, and long before issues can affect performance. The real-time data also provides instant, accurate insight on equipment status and tool effectiveness, so you can achieve informed lights out manufacturing. The "production pulse" paves the way for accurate, consistent performance metrics so the entire team can focus on getting better—Overall Equipment Effectiveness, run rates, scrap, yield, and much more. It's all delivered in a way that makes sense for each individual—from the shop floor to the top floor—with operator depth and dimension to help you pinpoint and tackle chronic loss. Better performance with Epicor Mattec MES helps you boost quality, customer service, and competitiveness. Epicor Mattec MES supports digital and analog machine signals directly from machines or sensors, or via PLC or OPC-compliant PLC.

## Regulatory Compliance

On top of the other challenges facing A&D manufacturers, a stringent set of governmental and industry mandated regulatory requirements that demand tight control of manufacturing process and traceability, along with strict business practices, are further stressing A&D organizations. From International Financial Reporting Standards (IFRS), Sarbanes-Oxley (SOX), ISO/ AS9100 to International Traffic In Arms Regulations (ITAR) today's A&D manufacturer is faced with challenges that eat at the bottom line of their profits. Epicor's robust infrastructure offers a comprehensive approach to automating the compliance process and provides the ability to generate a complete audit trail of all changes made to the data and records—the who, what, when, and where of the change.

## Gaining Margin with Additional Services

Manufacturing plants that at one time were just producing products are now looking for new ways to be competitive and enhance profit margins. In response to customer demands, more and more are taking on stricter quality functions, requirements, and providing turnkey manufacturing of complete assemblies. New offerings such as onsite installation and aftermarket maintenance, repair, and overhaul (MRO) opens up new markets and provides a competitive advantage. For these manufacturers, Epicor for A&D offers Field Service capabilities for organizations that install, repair, or service offsite or at the plant. You can centralize all processes related to the dispatching of technicians and cost reporting of service calls in the field. From service-level agreements to service call center dispatching to warranty and return, complete full circle tracking of service events and billing are offered.

With Epicor Mobile Field Service, your resources in the field and in the back office will collaborate more productively, be more responsive to customer needs, and provide superior levels of service. This enterprise mobility solution for field service providers incorporates comprehensive field service functionality and full data synchronization in an easy-to-use, workflow based mobile application for wireless mobile devices, smartphones, and tablets.

## Diversifying Your Workforce

In this business climate, many manufacturers are stepping up new programs for recruiting new workers and cross-training existing workers. Along with these new initiatives, new industry mandates requiring strict proof of competence and training are forcing manufacturers to move beyond their

excel spreadsheets to systems that automate tracking of the workforce. Epicor Human Capital Management (HCM) is a comprehensive, configurable human resource information system (HRIS) that empowers users by automating your HR processes enabling you to meet strict mandates for employee skill, certifications, and qualifications.

## Supporting Extended and Global Operations

With competitive pressures driving many manufacturers to expand globally where labor is considerably less expensive coupled with recent trend in plant consolidations, many manufacturers today, both large and small, find themselves suddenly managing multiple sites disparately.

Epicor for A&D offers comprehensive multisite capabilities coupled with global presence to meet your company's requirements for local support. Competing globally and domestically—bridging geographic and strategic diversity and eliminating supply chain inefficiencies—can be accomplished with the technologies to streamline intra- and inter-company processes and communicate quickly and accurately.

Synchronization of complex relationships which determine supply, demand, and fulfillment is the means to reaching new, industry-leading levels of business performance, all while adhering to global standards for trade of parts such as GTIN-14 and RoHS compliance. Epicor for A&D can help you achieve maximum efficiencies across your globally extended enterprise.

## Epicor Social Enterprise

Epicor Social Enterprise is a collaboration solution that provides a fundamental shift in the way A&D organizations engage with their ERP to make decisions about their business. Fully embedded within Epicor ERP to enable access to all the business information, Social Enterprise fosters cross-company collaboration bringing social media concepts and contextual information together in a single tool where everyone is able to collaborate directly with each other around Epicor ERP. This allows people to share information with each other building up knowledge bases, working together to solve problems (crowd sourcing), while creating a repository in which no good ideas are lost. Users do not need in-depth knowledge of the Epicor toolset to subscribe and unsubscribe to information as and when they want. Epicor Social Enterprise will enable real time collaboration in areas critical to success for your A&D business processes such as; bid and proposal preparation, project management, engineering change control, and quality improvement initiatives.

## Robust Technology Framework

Epicor is uniquely positioned with a complete suite of applications based on 100% service-oriented architecture, protecting your investment in software and services well into the future. Why are web services so important to manufacturers, particularly in A&D? Outside of all the reasons organizations look to web services for deployment; speed, stability, reusability, and more. For midsize manufacturers who supply top A&D manufacturers, the incentive is imminent to drive electronic connection more firmly into their supply chain. Web services collaboration is fast becoming a necessity to doing business.

Supporting your business strategies with applications built on service-oriented architecture (SOA) keeps the door open for A&D businesses by meeting both the immediate requirement for scalability while supporting an open philosophy in the event your business strategy changes. SOA simplifies the coming together of established infrastructures to make acquisition and merger less painful—attractive to companies looking to acquire.

## Flexible Deployment Options

As your business grows and changes, you need a solution that can grow and change with you. As a single solution able to be deployed on premise, hosted, or in the cloud, Epicor for Aerospace and Defense provides unprecedented deployment flexibility. For example, if your business has limited IT resources

you may opt to initially deploy the solution in a hosted model or in the cloud. As your business changes you may subsequently opt to redeploy Epicor ERP on premise.

Epicor is one of the few vendors to have architected a full multitenant software as a service (SaaS) and on-premise version out of a single product and is the only leading vendor who has deployed it to customers.

## Industry Leading Service and Support

Epicor has over 40 years of experience delivering industry focused, world-class solutions, and ongoing customer care and service to over 20,000 customer installations. It is a true global solutions partner with support offices all over the world. The key vehicle that transforms Epicor for Aerospace and Defense into a successful business solution is our Signature Implementation Methodology. Epicor delivers among the most cost effective and efficient techniques to plan, design, validate and deploy your Epicor solution. Staffed with direct employees around the globe who are properly trained and equipped with world-class implementation tools, Epicor follows our proven 5-stage Signature Methodology designed specifically around Epicor software and our customers. The end result is an on-time, on-budget implementation of your Epicor solution that allows your company to quickly begin using Epicor for Aerospace and Defense in day-to-day operations thereby saving you time and money by providing broad functionality at a lower total cost of ownership.

<sup>1</sup> Magic Quadrant for Single-Instance ERP for Product-Centric Companies, Gartner Inc., September 11, 2013





## 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



+1.800.999.6995



info@epicor.com



www.epicor.com

### 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

Bldv. 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

The contents of this document are for informational purposes only and are subject to change without notice. Epicor Software Corporation makes no guarantee, representations or warranties with regard to the enclosed information and specifically disclaims, to the full extent of the law, any applicable implied warranties, such as fitness for a particular purpose, merchantability, satisfactory quality or reasonable skill and care. This document and its contents, including the viewpoints, dates and functional content expressed herein are believed to be accurate as of its date of publication, February 2014. The usage of any Epicor software shall be pursuant to the applicable end user license agreement and the performance of any consulting services by Epicor personnel shall be pursuant to applicable standard services terms and conditions. Usage of the solution(s) described in this document with other Epicor software or third party products may require the purchase of licenses for such other products. Epicor, the Epicor logo, and Mattec are registered trademarks of Epicor Software Corporation in the United States, certain other countries and/or the EU. Microsoft is a registered trademark of Microsoft in the United States, certain other countries and/or the EU. All other trademarks mentioned are the property of their respective owners. Copyright © 2014 Epicor Software Corporation. All rights reserved.