

Epicor Brochure

Commerce Connect

Grow your business online with integrated eCommerce, powered by Magento

EPICOR

Are You Ready?

Give your customers what they want

Digital commerce adoption is on fire. Gartner reports that 80% of buying and 85% of selling organizations have formal goals to increase web site purchasing. 65% cite fostering business innovation and 62% cite improving customer satisfaction as key drivers.¹

eCommerce is no longer reserved for smaller-ticket items and fast-moving parts. Today, McKinsey reports that 70% of B2B decision-makers are open to new, fully self-serve or remote purchases in excess of \$50K USD. One in three buyers would choose a vendor based solely on their ability to place, pay for, track and return orders online. That says a lot.²

In fact, McKinsey's research shows that more than three quarters of buyers and sellers now prefer digital self-serve and remote human engagement over face-to-face interactions, and only about 20% hope to return to in-person sales, even where field-sales models have traditionally dominated.

It's a critical opportunity for B2B. "The shift to virtual sales can help sales organizations lower their cost per visit, extend their reach, and significantly improve sales effectiveness — while delighting customers who are demanding these new ways of interacting stick long term and who are likely to reward suppliers that do it well."³

Commerce Connect can help you gain new market share cost-effectively and provide your customers with a user experience that will increase their loyalty, and your profitability, wherever you are on your eCommerce journey. Your customers are ready for eCommerce; are you?

¹ 2020 Gartner B2B Digital Commerce Study

² 2021 B2B Buying Process Report

³ These eight charts show how COVID-19 has changed B2B sales forever, McKinsey & Company





eCommerce is the #1 B2B Sales Tool

Does your site deliver?

Solve Your eCommerce Challenges

- Can your customers interact with you online?
- Do your sales channels include mobile and eCommerce?
- Are high support costs blocking profitability?
- Are you unable to expand your eCommerce capabilities to drive business growth?

With Commerce Connect Solutions

- Create attractive, compelling, market-specific storefronts
- Deliver a seamless eCommerce experience across devices
- Automate transactions and enable self-service
- Choose the eCommerce solution that's right for you — and scale up at any time



[Watch the video](#)

“Since implementing Commerce Connect for Eclipse™, the response from our customers has been fantastic. Each month, we've been doubling our business online with those preview customers.”

*Rick Black,
Vice President eCommerce and Product Management
ABR Wholesalers*

Epicor Commerce Connect

Complete

Rapidly grow sales with a modern and innovative digital commerce solution offering more rich features out of the box.

Connected

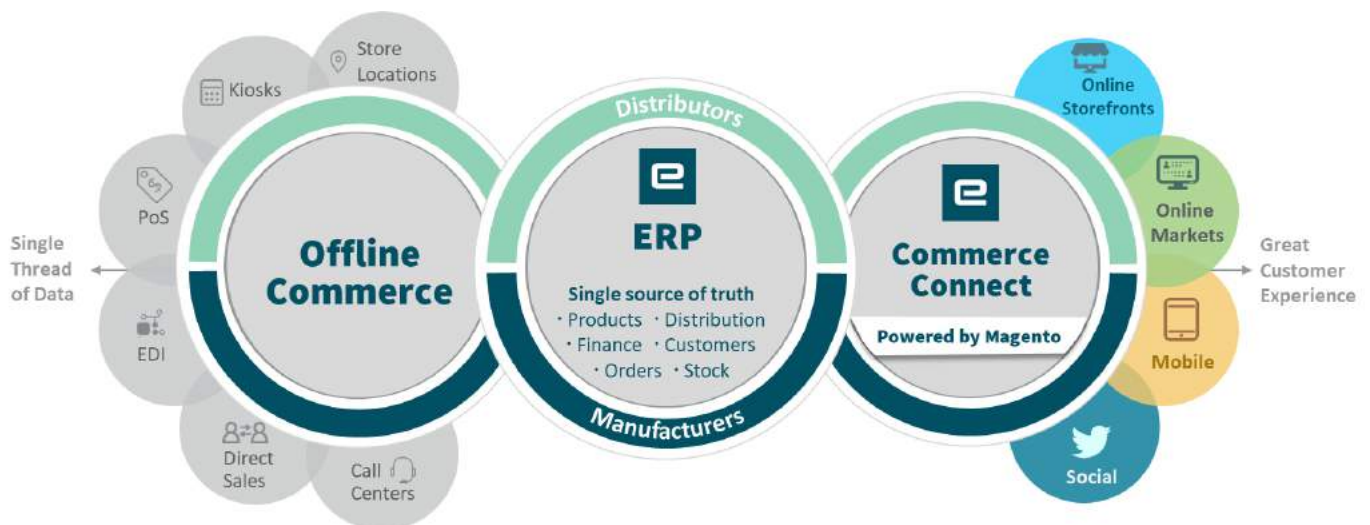
Lower your cost of commerce with cloud and tight integrations that extend your Epicor® ERP platform.

Customer-Proven

Outperform competitors with stunning websites that work with the world-leading Magento eCommerce platform.

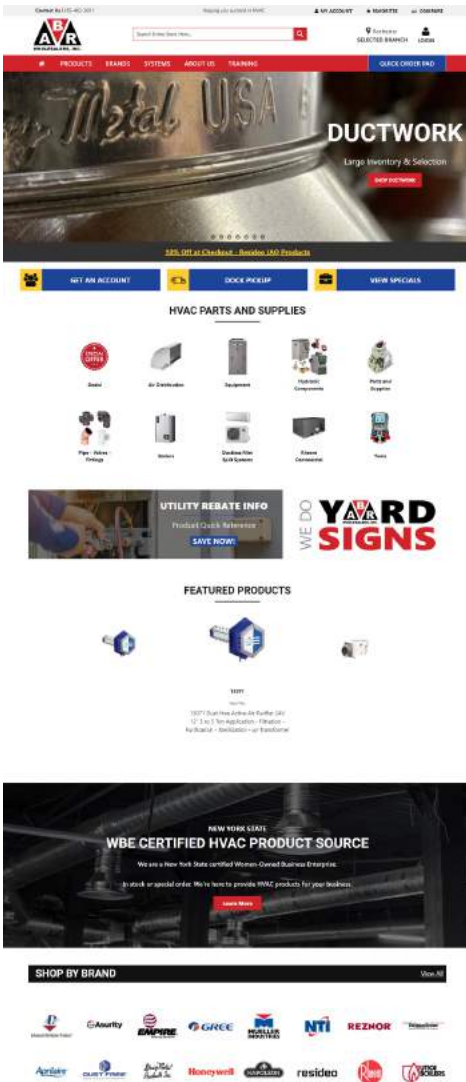
Enables Omnichannel Commerce

A modern online experience is a powerful component of a comprehensive digital strategy



Full Lifecycle Solution That Grows with You Epicor Is Your eCommerce Partner





Create Attractive, Compelling Storefronts

Grow sales rapidly with an innovative digital commerce solution that integrates with your ERP and comes feature-rich out of the box.

Easily generate a consistent 'look and feel', select themes and brand your site, let your customers browse products and catalogs and view documents like RFQs, invoices, and more on the devices or marketplaces they choose.

Multiple languages and currencies and flexible payment options are available, along with support to build home and informational pages, and add social links, blogs and newsletters.

Automate Transactions and Enable Self-Service

Lower your cost of commerce with cloud and tight integrations that extend your Epicor ERP platforms. Maintain a single source of truth and add a web channel that reflects accurate inventory data to collect orders and add value. Reduce errors, improve accuracy and lower overall operational costs, and enjoy the convenience of a single vendor.

Enable personalized self-service so your customers see:

- Dynamic product and price lists
- Dynamic terms
- Accurate, timely estimates
- Access to complete account history
- Easy reordering and order customization
- Product recommendations

Get Tools and Insight to Continually Evolve

Outperform competitors with stunning websites that work with the world-leading Adobe® Magento® eCommerce platform and are backed by experienced Silk and Yoma developer resources. We offer a full lifecycle solution that grows and scales with you.



Offer Custom Quotes

Enhance buyer's quoting capabilities and facilitate self-service with the newly integrated Epicor CPQ configurator. Buyers can choose designs and other attributes, build products on the fly and add them to quotes.



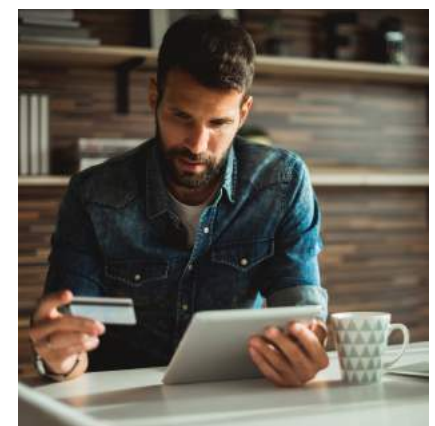
Let sales reps order for their customers

Our sales rep feature allows reps to:

- View available stock per plant
- Manage collections of products and rules around their availability efficiently
- Products – per customer type, customer, site, store and shopper
- Product Groups – which products can I sell?
- Restricted Purchases – which products can't I sell where?
- Price lists – customer special web pricing
- Pre-defined Bundles – items sold together
- Proprietary products – items sold to a restricted range of customers

Enable Product Subscriptions

Add efficiency for B2B buyers by offering product subscriptions with recurring payments.



Enhance Your Site

Leverage 'certified extensions' to add even more functionality for blogs, payments, campaigns and more.

Choose a Solution for Today and Plan for Tomorrow

Commerce Connect Express: Cost-effective

An affordable, quick to implement, B2B online customer self-service portal that enables you to establish a web presence without the responsibility of full eCommerce. Your customers can view documents like RFQs, invoices and more.

Commerce Connect Base: Configurable

A fixed set of options that includes the eCommerce functionality most users need – multiple themes, fixed payment options, seven 'certified extensions' and standard implementation hours.

Commerce Connect Advanced: Customizable

Express your brand online and maximize your omnichannel eCommerce presence with custom themes, full extensibility and a full feature set.

Three Options to Suit Your Needs

	Epicor Commerce Connect EXPRESS	Epicor Commerce Connect BASE	Epicor Commerce Connect ADVANCED
Target Segment	B2B Only	B2B/B2C	B2B/B2C
Market Position	Entry Level Customer Self-Service Portal Web Presence RFQ Shopping Only	Mid-Market, New into eCommerce Full Shopping Experience (Catalog & Cart) Enhanced Integrations & Features	Mid-to-Large, Experienced Bespoke Design Custom Integrations
Flexibility	Configurable	Configurable	Customizable
Magento Extensions	--	'Certified Extensions'	Unlimited
Payments	AR Payment	Payment on Account Checkout (Credit Card, Terms, PayPal, Amazon)	Custom Integrations Supported
Deployments	SaaS Only	SaaS Only	SaaS / On-Prem
Fraud / Tax / Auth	--	--	Third-Party Integration
CPQ	--	Catalog Integration	Catalog Integration

EPICOR

We're here for the hard-working businesses that keep the world turning. They're the companies who make, deliver, and sell the things we all need. They trust Epicor to help them do business better. Their industries are our industries, and we understand them better than anyone. By working hand-in-hand with our customers, we get to know their business almost as well as they do. Our innovative solution sets are carefully curated to fit their needs, and built to respond flexibly to their fast-changing reality. We accelerate every customer's ambitions, whether to grow and transform, or simply become more productive and effective. That's what makes us the essential partners for the world's most essential businesses.

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