EPICOR.

Epicor's Partnership with ReadyTech Reveals Numerous Uses and Applications

ReadyTech Case Study

Epicor Overview

Industry
Computer Software
Business Management & ERP Software

Company Size
Enterprise
$900 million 2016 revenues

Headquarters
Austin, Texas, USA

Benefits

- Epicor's student numbers jumped 300% from 1,260 in 2011 to 5,200 in 2016
- ReadyTech's efficient pricing model ensures efficient fit despite Epicor's higher student usage
- Epicor uses ReadyTech to host all international hands-on labs at events—reducing costs and required set up

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Epicor's Partnership with ReadyTech Reveals Numerous Uses and Applications

About Epicor

Epicor Software Corporation provides industry-specific business software designed around the needs of manufacturing, distribution, retail and services organizations. The organization boasts more than 20,000 customers in 150 countries. Solutions are provided in the cloud, hosted or on premises and include: Epicor Enterprise Resource Planning (ERP); Human Capital Management (HCM); Financial Management; Manufacturing Execution Systems (MES); Supply Chain Management (SCM); Retail Software; Distribution Software; Lumber and Build Materials Software; and Automotive Aftermarket Software. Epicor is the trademark of Epicor Software Corporation, registered in the United States and other countries.

Low face-to-face class attendance leads to frequent cancellations

Prior to 2010, Epicor was delivering in-person classroom training to about 1,200 students per year. However, attendance was low due to the high cost of travel for students *and* instructors. "With limited attendance, we were increasingly canceling classes," explains Amy Melton, Epicor's Director of Education. "We knew we needed to explore the possibilities for virtual training, so students could take classes at anytime and from anywhere."

Epicor selects ReadyTech for flexible & efficient pricing, 24/7 support and reliability

For Epicor, selecting ReadyTech was an easy choice. "We wanted a solution to meet our specific needs—at a reasonable cost. Not only did ReadyTech offer the best price, but the pricing model was very easy to understand," says Melton. "Other vendors offered complicated pricing models with numerous variables. But with ReadyTech, we only pay for the resources that we actually use."

According to Melton, Epicor also selected ReadyTech based on its robust 24/7/365 Support Program. "With classes all over the world, at all times of the day, we needed help with issues relating to connectivity and performance, as well as support for all solutions and tools. ReadyTech's troubleshooting assistance has been invaluable."

She adds, "The fact that ReadyTech has data centers located all over the world was also a big plus for us. Epicor hosts courses in Europe, Asia and the U.S., so ReadyTech's global infrastructure were an important benefit."

Epicor uses ReadyTech to showcase products at user conferences

Epicor's partnership with ReadyTech has evolved in several ways. When Epicor first selected ReadyTech in 2010, the purpose was solely to provide virtual instructor-led training or VILT. And while ReadyTech has delivered on that promise—successfully hosting more than 5,000 Epicor classes to date—Epicor has discovered new ways to use ReadyTech's Online Training Software.

Website
www.epicor.com

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Challenges
- Low face-to-face class attendance leads to frequent class cancellations
- Other vendors' pricing model was inefficient and complicated with multiple variables
- Demoing crisis at Epicor's international user conference

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Solution
- ReadyTech offered the best price, with a pricing model that was easy to understand. Epicor only pays for the resources that are actually used.
- ReadyTech's robust 24/7/365 Support Program helps with issues relating to connectivity and performance, as well as support for all solutions and tools.
- Because Epicor hosts courses all over Europe, Asia and the U.S., ReadyTech's global data centers are a huge benefit.

"A few years ago, I was in the United Kingdom for our annual user conference," explains Melton. "We were offering a hands-on lab to showcase a new software feature, but our laptops didn't arrive in time. It was a crisis situation because we had no way to host the demo."

As a last-minute solution, Melton used ReadyTech to host the demo. "It was an unexpected outcome—and a complete success. Moving forward, we began using ReadyTech to host all of our international hands-on labs at events. This solution removed the need for a logistics team, as well as dependence on our laptops," she says.

> *A crisis at a UK conference turned into an opportunity for us. An opportunity we are already expanding upon.*
>
> Amy Melton, Director of Education

Meeting Epicor's unique needs

"We are very happy with ReadyTech's online training capabilities," explains Melton.

"From their flexible and efficient pricing to the 24/7 support and reliability, there is no question that the advantages of this platform differentiates us among our competitors."

- **Overall increase in Epicor's usage of ReadyTech:** Since making the move to ReadyTech, Epicor's student numbers have jumped from 1,260 in 2011 to more than 5,200 in 2016. Melton attributes this +300% increase in usage to ReadyTech's strong hands-on learning environment.
- **Flexible pricing:** ReadyTech's pricing structure is still an efficient fit for Epicor's needs despite higher student usage.
- **User conference:** Epicor began using ReadyTech to host all international hands-on labs at events because this solution simplified on-site training, reduced costs by eliminating the need to rent computers, removed the need for a logistics team and required minimal set up.

> *Who knew ReadyTech could do all of this?*
>
> Amy Melton, Director of Education

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About ReadyTech
ReadyTech is the easiest and most cost-effective way to deliver worldwide IT training. Our proprietary technology eliminates the most cumbersome, technical and administrative functions of running an IT training program. Students can connect through a browser from anywhere in the world to a high performance lab-environment suited for their needs. Our online training software gives instructors complete oversight and control of the lab environment and virtual classroom.

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