

**EPICOR**

# Do it Best's Partner of Choice

Epicor for Do it Best Members



 CROSS INDUSTRY

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# The Value of Partnership

The right partnership combines innovation, efficiency, and support to serve members better.

Do it Best® and Epicor® have invested in a strategic partnership to innovate daily operations and meet your customers where they're shopping – online and in-store. Backed by more than 50+ years of retail and lumber experience, Epicor has the industry-leading functionality to help Do it Best members streamline operations and achieve their best results.

The expanded partnership builds on a long-term relationship between Do it Best and Epicor.

50+  
years

20  
years

900+  
members

Founded in 1972, we have more than 50+ years of retail and lumberyard experience.

We're continuing to build on our 20-year partnership for long-term.

More than 900 Do it Best members are already thriving through superior customer service.

Do it Best members benefit from industry-leading functionality and business intelligence to offer their customers more choices, drive traffic and store sales, and strengthen inventory and supply chain management.

This includes Do it Best and Epicor teams dedicated to supporting members with streamlined POS technology integration, shortened development time, and continuous feature updates via the cloud. Members will gain greater data-driven insights to understand what products are selling, what products they should be selling, and how to use this information to optimize inventory management.



# Benefits to Members

## Unify your customer's shopping journey across channels

- As a Do it Best member, you'll be able to better connect your Do it Best eCommerce real-time integration with your inventory, while expanding your presence in-store and online—all with secure transactions and integrated POS.
- Epicor solutions have the capabilities to simplify key elements like point of sale and checkout, guiding customers smoothly along the path to a successful purchase.
- In a shop-anytime world, Epicor solution sets empower Do it Best members to build customer loyalty and boost sales.

## Make profitable business decisions using simplified inventory tracking and supply chain insights

- With more shopping channels needing accurate stocking, our inventory management solutions take away the guesswork.
- With accurate insights that drive inventory optimization, you can focus on helping your business scale up and improve efficiency.

## Optimize operations for growth with dedicated Do it Best member support

- Epicor solutions are designed to keep you focused on the best way to run your business—not on managing IT. Stay on time and within budget with best practices guidance and support from trained implementation specialists.
- When you work with Epicor to find the right solutions, you realize short payback on your technology implementation.
- Benefit from streamlined implementation processes between Do it Best and Epicor to get your technology investment up and running faster with continued, long-term partnership support.



# Partner of Choice

You'll benefit from priority access to software updates, streamlined POS technology integration, a new level of data security, and continuous feature updates via the cloud. You will also benefit from additional services and support that include the following:

## Professional Services

### Comprehensive, Results-Oriented Services

- Industry-specific business processes
- Tailored implementations
- Business insights
- Upgrades
- Education and knowledge transfer
- New products
- Process improvements
- Business outcomes

## Epicor Support

### Award-Winning Support

- Industry-leading response times
- 24/7 coverage availability
- Experienced and certified support employees
- Deep industry expertise
- Efficient self-service resources in EpicCare
- Global support across 17 offices worldwide

## Epicor Learning

### Flexible, Curated Learning Pathways

- Robust onboarding and training platform
- Role-based training to increase user adoption and maximize productivity
- Continuous learning and support for new technology adoption

**“With our exclusive endorsement of Epicor technologies, we’re delivering advanced eCommerce and supply chain management capabilities to position our members to be the first and best choice for customers.”**

*Dan Starr, CEO | Do it Best*

# Maximize Efficiency with Advanced Cloud Solutions

Today's businesses must rely on technology to operate successfully and profitably. Sophisticated solutions run on advanced cloud solutions that help save on costs for your business, floor space, capital investment dollars, and staff time.

## Key Features Across Epicor Industry Solutions

**Fully hosted cloud infrastructure**

Access your business remotely with an Internet connection, from anywhere, at any time.

**No unexpected software updates**

The cloud offers you quicker access to Do it Best offerings.

**Complete backup services**

The PCI-compliant data center offers protection to safeguard against viruses, ransomware, malware, and other threats.

**Cloud infrastructure maintenance and monitoring**

Server software and firmware upgrades keep your solutions running smoothly and predictably.

**Take your data security to a whole new level**

Store your data securely and protect it from catastrophic events like fires, floods, hurricanes, and more.

**Clear requirements**

An Epicor Infrastructure Support Specialist will assess your existing network architecture, Internet bandwidth, and network latency.

# Epicor for Retail

Get the fully integrated retail management system you need, with built-in best practices designed for Do it Best retailers.

## Point of Sale and Retail Management Capabilities

- Project, track, and manage your business with inventory and financials, workforce management, purchasing, pricing, and data security software.
- Synchronize and simplify every part of your business with these capabilities.

## Inventory and Supply Chain Management

- Supply chain disruptions chip away at your revenue potential and result in empty shelves and dissatisfied customers. Inventory management technology helps you address supply issues more quickly, so you can keep inventory in stock.
- Get insight into what inventory is selling well and what's underperforming, so you can address and improve inventory turns and profits.
- Identify margins below a target value at the department, class, or individual SKU level. You can run reports to identify and rank your items from high-margin, fast-moving to low margin, slow-moving, as well as dead stock.

## Workforce Management

- Retaining and hiring staff is among the most challenging aspects of running your retail business. You can automate time-consuming and repetitive tasks like automated orders, price changes, and KPI reporting.
- Do more with less when employees can do a variety of tasks on mobile devices, untethered from a stationary POS.
- Embedded learning allows you to be more productive without having to take large chunks of your time to train new staff when there's turnover.

## **Customer Service**

- Bring checkout to your shoppers with mobile point of sale to increase your speed and efficiency.
- Make it easy to do business by offering your customers outstanding convenience and service by accepting all major payment types and mobile pay apps.
- Create loyalty programs that inspire repeat shopping and easily honor manufacturer coupons.

## **Retail Management**

- Your software runs in a modern secure data center. Server maintenance, backups, security, and threat protection are all handled for you, freeing up your staff to focus on serving your customers.
- Purchasing capabilities help supplier replenishment work in concert with customer demands. You can maintain optimum inventory levels while eliminating excessive stock and costly stockouts.
- Set your pricing precisely where it needs to be for desired gross margins.

## **Data and Analytics**

- You need to be able to make smarter decisions using data that supplies intelligence on your business's health and opportunities. Predictive analytics can help retailers of all sizes assess demand and sales performance.
- Market basket analysis helps you analyze purchases for trends that can inform your pricing and promotion plans.
- Use historical sales data to forecast trends by setting trigger points and sales by category, or even predict which categories are likely to grow.

# Do it Best Integrations and Features

Market Order  
Enabled

Supplier Orders from  
Do it Best

Full Lifecycle on  
Do it Best POs

Full Suite on Inventory  
Updates

Do it Best Catalog  
Accessible in Backoffice & POs



Fully Integrated With:

Do it Best Ecommerce & BOPIS

World Pay

Do it Best Gift Card Program

Do it Best Coupons & Promotions

Do it Best Loyalty

Feature Enhancements:

- Loyalty Lookup
- Instant Rebates

# Epicor for Building Supply

With 50+ years of industry experience, Epicor designed the #1 ERP solution for building supply. We built BisTrack to help building supply leaders drive efficiency, scale, and grow without compromise.

## Data and Analytics

- Access critical business data through operational reports and dashboards, enabling proactive choices and a clear path for growth.
- Make bold moves with business insights designed for building supply members.
- Resolve immediate issues before they become larger challenges.
- Keep employees focused and proactive with role-specific dashboards and time-critical information.

## Warehouse Management

This is modern warehouse management for the building supply industry—delivering centralized, multi-location visibility into stock levels, sales histories, and buying habits, while improving efficiency throughout your warehouse.

- Increase inventory accuracy.
- Boost productivity.
- Reduce shipping errors.
- Eliminate the need for physical inventory counts.

## Dispatch & Delivery

With its centralized dispatch and delivery system, Epicor BisTrack helps you drive customer satisfaction through the accurate, timely arrival of important materials.

- Optimize and improve delivery schedules, driver productivity, truck utilization and route planning.
- Capture proof of delivery and manage metrics and reporting.
- Collect payment sooner with automated delivery notifications.

## Business Intelligence

- Automate and manage value-added services like installed sales, millwork, and manufacturing to keep them profitable and ease the burden on builders and contractors.
- Reduce department silos using real-time data to optimize manufacturing schedules, while tracking materials and labor costs.
- Simplify tracking and control pricing by creating kits for components, products, and processes.
- Seamlessly connect sales orders and work orders, so sales reps and dispatchers can view the big picture and control margins.
- Manage an entire construction project efficiently—from placing the order and delivering products, to billing customers on negotiated schedules.

## Customer Management

The more you know about your customers, the better you can respond to and meet their needs. BisTrack helps you:

- Connect sales, marketing, dispatch and accounting staff to centralized customer data.
- Become a more customer-focused business and improve customer profitability with strategies based on hard data.
- Serve professional customers with an online contractor portal.
- With the integration between Do it Best and BisTrack, you can generate and manage instant promotions that can be used with Do it Best rewards customers or all customers at your location.
- With Epicor solutions, Do it Best members have the flexibility and agility to innovate, adapt, and stay one step ahead in changing markets.

## Epicor for Do it Best

Discover how the strong partnership of Epicor and Do it Best can help your business thrive and grow.

[epicor.com/doitbest](http://epicor.com/doitbest)



We're here for the hard-working businesses that keep the world turning. You're the companies that make, move, and sell the things we all need. Trust Epicor to help you do business better. Your industry is our industry, and we understand you better than anyone. By working hand-in-hand, we get to know your business almost as well as you do. Our innovative industry solution sets are carefully built to fit your needs and respond flexibly to your fast-changing reality. We accelerate ambitions, whether you want to grow and transform, or simply become more productive and effective.

*That's what makes us the essential partner to the world's most essential businesses.*

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