



### Sales and marketing

Hear the customer's voice in real-time

Customer trends will feed through to production schedules and product configurations in real-time to truly meet needs, power customisation and maximise profitability

From POS, pre-sales calls and social media, IT-driven analytics will keep marketing and sales teams in constant dialogue with customers.



### Project management

Recognition of know-how as a valuable asset

Knowledge is power, and it needs to stay in-house. Data and lessons from factory overhauls will be stored for an optimised outcome next time.

Project Management Offices will use IT to capture, analyse and transfer knowledge from past projects and deploy it in current scenarios.

### Operations and Production Management

Greater confidence to make capex investments

In 2027, capital expenditure and R&D spending are back! Executive decisions are now backed up by accurate data and detailed metrics rather than a hunch and gut instinct. Senior management now have the insight to grow their business rapidly without relying on fortune.

Service-orientated ERP provides real-time data for effective decision-making to support the smooth, centralised management of multiple production sites.



### Purchasing

From Supply chains to networks

To deal with supply-side volatility (sources, prices, trade barriers), manufacturers will visualise complex supply networks to aid transparency and to spread risk.

Flexible networks will help factories respond to stimuli, reconfigure, and optimise in real-time, putting suppliers at the heart of the innovation process.

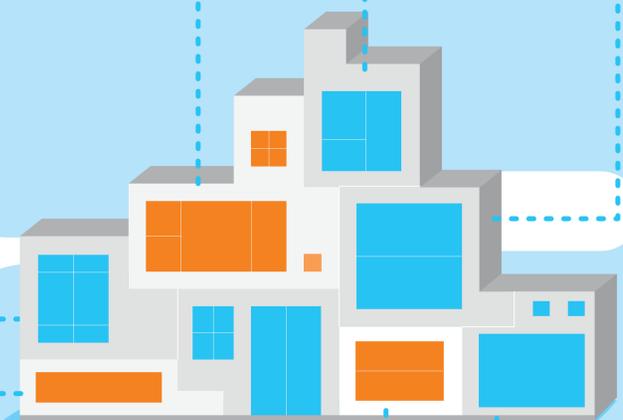


### Service management

Servitization will be increasingly automated

Servitized business becomes the norm. An expertly servitized lifecycle (consultative sales, delivery, maintenance, disposal) uses IT to optimize the business for long-term shareholder value.

Monitoring, analytics and resource management all serve to convert the customer's capital burden to a manageable operational expenditure.



## Factory Of The Future An Epicor Vision for 2027

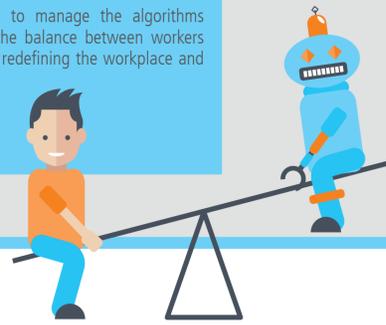


### Human resources

New relationships in the flexible workplace

HR teams have a new role: managing well-being in a fast-changing workplace in which labour is flexible and augmented by robots.

ERP helps HR to manage the algorithms which create the balance between workers and machines, redefining the workplace and our role in it.



### Product management

Agile product development for competitive gain

Product innovation is optimised by cutting development times, rapid prototyping, fluid teams and minimising the cost of failure: "try fast, fail fast, win fast"

IT improves all aspects of R&D performance, thanks to technologies including VR visualisation, 3D-printed prototyping and co-design with customers.



### Finance

Beancounting gets its hands dirty

Knowledge from the whole supply chain and paying customer base will inform capital decisions (loans, purchases, tax planning) and operational finance (invoicing, cash).

Through ERP, finance gets closer to the factory floor, optimizing costs and revenues through every step in real time.

