EPICOR   in CONCEPT

The Epicor AI Vision

Unlocking the power of the connected enterprise with people-centric AI.

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CROSS-INDUSTRY

INTRODUCTION

At Epicor, we help makers, movers, and sellers around the world serve their customers in innovative ways. Artificial intelligence (AI) is a technology that will help businesses drive efficiency and streamline processes to a degree never imagined before. Recent advances in AI demonstrate that it is primed to disrupt many industries.

At this critical moment in time we are setting the trajectory of AI in our industries, but soon AI will be a fundamental, seamless, function of daily business. In light of this rapid progress, we are actively collaborating with our customers and technology partners to design and develop how AI will create the most value for your business, and most importantly, your people.

When we talk with hardworking companies like yours about AI, it's often about how to empower their people to do more with technology. Margins are very tight, and we know you may also be making tough decisions on how best to grow your business. To help you get the Insight Advantage from your ERP, we focus on AI use cases that are industry-specific, customer-led, and deliver 10x value. That value can translate into improved efficiencies, increased profitability, or enhanced customer and partner satisfaction.

Epicor sees AI as part of a broader technology strategy that enables everyone working in your business to achieve their goals and exceed customer expectations. Many of them are using ERP screens every day: entering sales orders, looking up suppliers, managing returns, and looking at and interacting with endless grids of information. The way Epicor applies AI starts with building on the data platform in the ERP, processing all that data, giving you the pipelines to bring in data from other applications if you'd like—and then bringing it back, serving up data to your employees when they need it (via the screens they are already using), all within the context of our industry-leading ERP solutions. To accomplish this, we focus on a people-centric application of AI guided by responsible principles.

AI Will Infuse Business Applications

We are currently collaborating with customers and technology partners on how best to infuse our ERP platforms with artificial intelligence.

Our current use cases for artificial intelligence go across our ERP platforms to address business challenges that many customers experience every day: everything from reducing the time to value in learning an ERP system, to driving better inventory decisions internally and in collaboration with suppliers, to automating manual data and document processes that will improve data quality and decisions, to better anticipating customer demand and buying decisions. These use cases are just the beginning of how Epicor is infusing artificial intelligence into our ERP platforms.

Let's look at one of the new AI-infused applications we will be releasing in preview this spring, Epicor Knowledge Assistant.

According to a recent Gartner® report,

"We foresee a more diverse workforce growing. Workers can use AI tools to make themselves stronger contributors. Neurodiverse workers, seniors or even less well-educated candidates can now work faster, better and with higher productivity."

Gartner's Top Strategic Predictions for 2024 and Beyond—Living with the Year Everything Changed, by Daryl Plummer, Frances Karamouzis, and 36 more. 23 November 2023.

Epicor Knowledge Assistant

Epicor Knowledge Assistant is a new artificial intelligence feature that offers Epicor users a faster and easier way to access relevant information from Epicor documentation.

Instead of browsing through multiple pages of help search results, you and your team can simply ask Knowledge Assistant a question and get a concise and practical answer. Information is delivered in the ERP platform in the context of where the user is, without requiring them to leave the screen they are on. This gives them the information they need when they need it. Users can access all available Epicor learning and help content, without having to answer additional questions.

Knowledge Assistant is powered by Azure AI Search and Azure Open AI Chat GPT-4, two cutting-edge technologies that enable natural language processing and generation. When you ask Knowledge Assistant a question, it uses Azure AI Search to find the most relevant Epicor documentation articles that match your query. Then, it uses Azure Open AI Chat GPT-4 to analyze the articles and synthesize an answer for you. This saves you and your team from the tedious process of looking through lists of articles to find an answer—
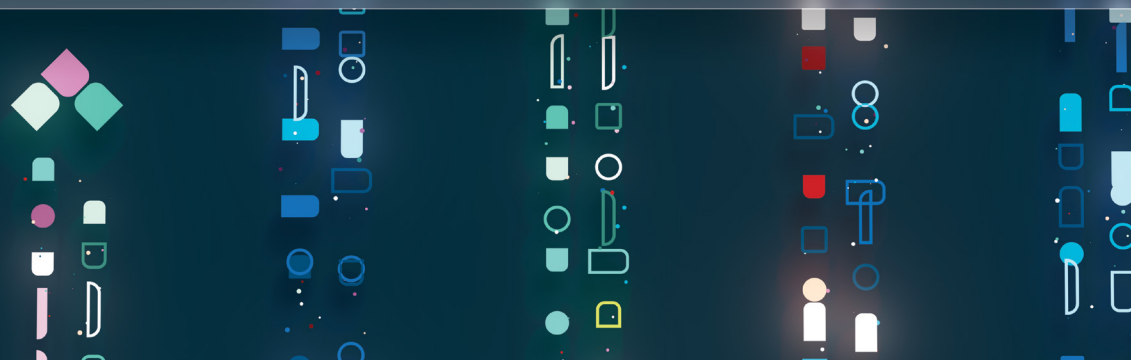
instead, the information you need is served up immediately. If you want to go deeper into a topic, you also have that option. Knowledge Assistant only uses Epicor-supplied sources, such as help guides, user manuals, and technical documents, to help ensure the accuracy, reliability, and security of the answers.

Knowledge Assistant can save you time and effort when you need to learn something new or troubleshoot a problem in Epicor. Whether you are a beginner or a power user, you can ask Knowledge Assistant any question related to Epicor and get a clear and helpful answer. For example, you might ask, "How to create a part" and get the exact steps needed to create a part record in Epicor Kinetic. Or you can ask, "How do I return a dataset from an Epicor function?" and receive detailed instructions, including code snippets. Your team gets the information more quickly, allowing them to return to the task at hand. In addition, Knowledge Assistant supports over 100 languages. Knowledge Assistant will be available for selected customers in the spring releases of Epicor Kinetic and Epicor Prophet 21.

AI-Infused ERP

Our combination of industry-expert ERP, industry data platform, and artificial intelligence is what sets Epicor apart. Let's look at our deep industry partnerships for developing AI-infused ERP.
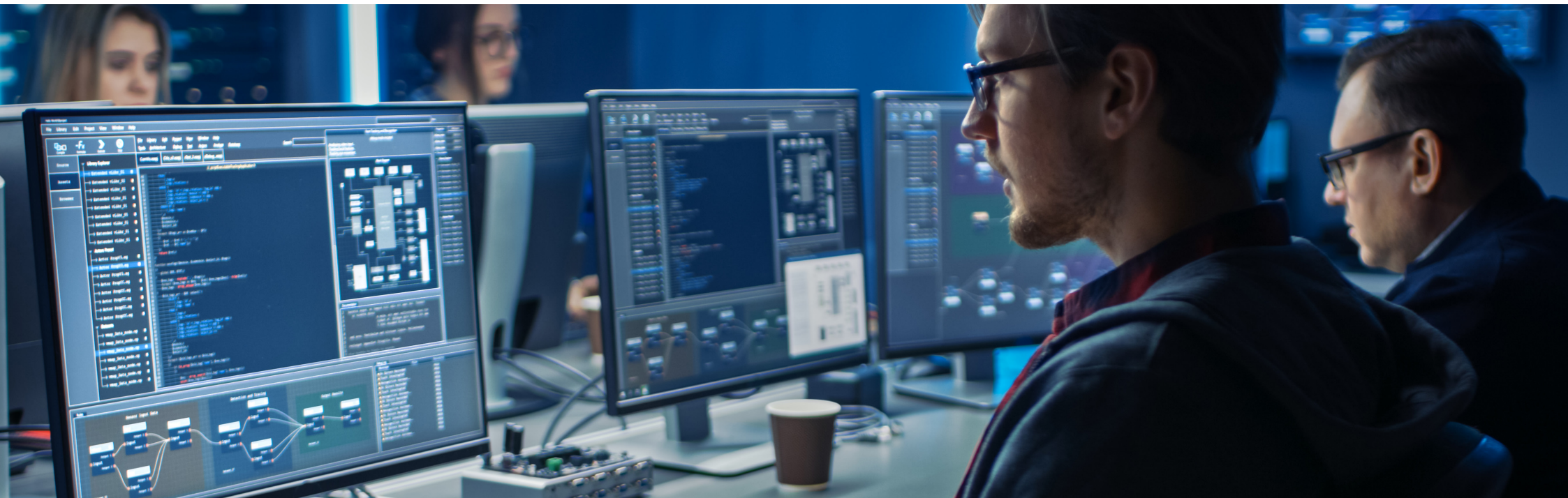
Deep Partnerships

Epicor is developing artificial intelligence use cases with the leading companies in the world, like Microsoft, OpenAI, and Workato.

With Workato, we are collaborating on the implementation of their new AI at Work technology in Epicor Automation Studio. Our technology teams and leaders have been working with Microsoft and OpenAI for over a year now to understand the technology, develop proofs of concept, and build the new Knowledge Assistant mentioned earlier. In the case of Microsoft, we have full access to their Copilot teams and technologies. We have been working closely with Microsoft and OpenAI to use the underlying technology of Copilot—ChatGPT 4—for the new use cases we talked about earlier. There are growing pains as companies start using technologies like Copilot, but we are already seeing the possibilities this new level of AI will have on the way we do business. Adopting artificial intelligence will take time as AI initiatives are developed and rolled out, but we are excited to elevate this complex technology to levels beyond just being a chatbot.

Microsoft is creating artificial intelligence tools, while Epicor is applying artificial intelligence to our customers' industries to solve real problems and deliver 10x in value for them. As the industry-leading ERP platform for the make, move, sell economies, Epicor is building AI-infused platforms and plugging in best-in-class technologies to transform the partnership between business intelligence and business success.
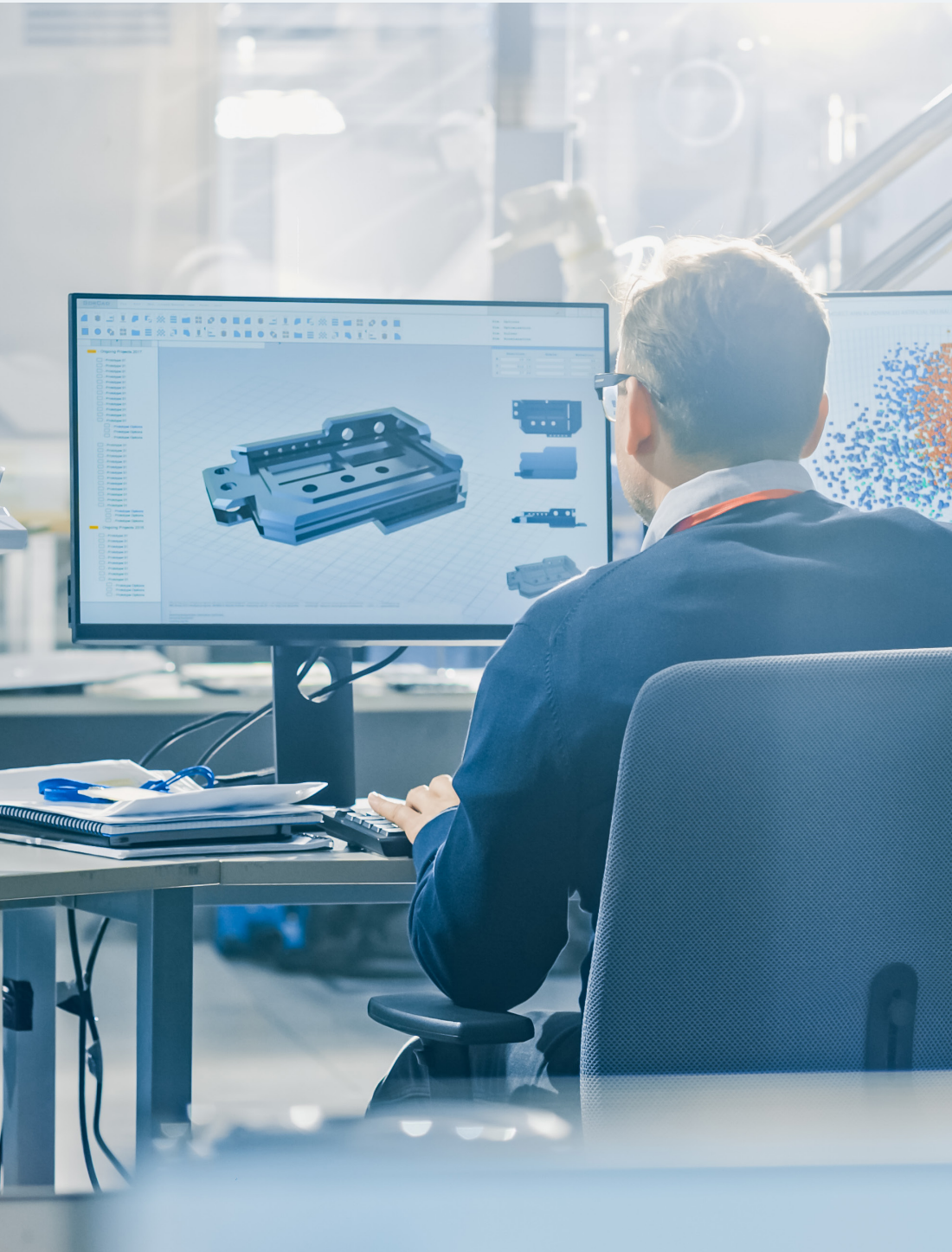
Sophisticated Industry Data Logic

The unparalleled data structure across the industries we focus on is primed for artificial intelligence due to its highly verticalized, organized relationships.

Other ERP providers may have challenges replicating this, as they would have to train their artificial intelligence models on the industry data specifics, in addition to the ERP. Our data platform is ready— Epicor technology delivers a faster time to value and scales to grow with your business.

Our sophisticated industry data structure allows us to build the industry data supply chain and solve the central challenge in artificial intelligence today—hallucinations—with fact-checking strategies and retrieval-augmented generation. Our advanced structure combined with artificial intelligence, along with our strategic partnerships, help to improve the accuracy of the information returned. This helps ensure data consistency and understanding, so you are making more informed, higher-value decisions. Taken together, these attributes deliver a powerful package that enables you solve unique challenges and drive more value for your business.

Empowering the Make, Move, Sell Economies to Extract Value from AI

At Epicor, our 50+ years of experience combined with the latest AI technology and our industry data structure gives your company the Insight Advantage.

Epicor AI-infused ERP helps reduce the friction that occurs today when accessing systems of records like machine data or databases from other applications. By reducing this friction, you experience faster onboarding and higher accuracy of data retrieval. Epicor automates the connection between humans and machines, so the human worker can augment their work with machine-generated data while also directing the machine in the next step of a process. This optimizes human interactions with machines by facilitating the adaptation of systems to people—not the other way around. Epicor will bring AI-powered assistance to you and your workforce, empowering you to extract crucial insights while leveraging the power of the machine to better serve your team, your customers, and your partners.

Learn more about how Epicor will deliver industry-focused AI to drive 10x value for you and your business.

LEARN MORE

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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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