

# Line Metrics Changed a Culture

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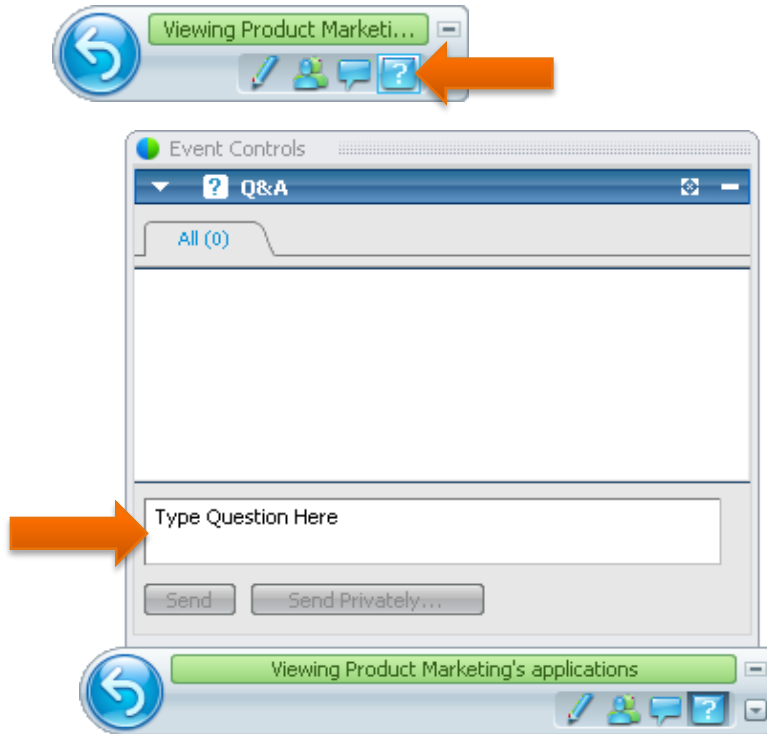
# Recording in Progress

This webcast is being recorded.

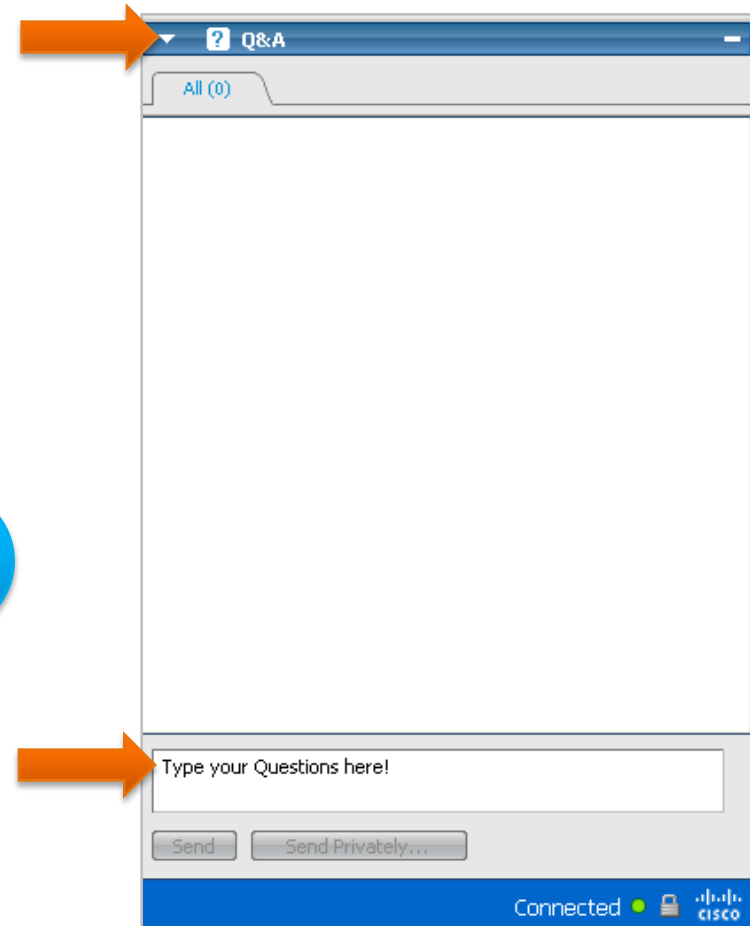
You will receive a link to the recording so you can replay it or share it with colleagues.



# Q&A Instructions



OR



# Safe Harbor Statement

**Forward-looking Statements:** This Presentation contains certain statements that may constitute forward-looking statements under the Private Securities Litigation Reform Act of 1995. These forward-looking statements may include statements regarding future product releases, future functionality, revenues, cash flows, growth prospects, installed base of customers, the launch of new products and other statements that are not historical fact. These forward-looking statements are based on currently available competitive, financial and economic data together with management's views and assumptions regarding future events and business performance at the time the statements are made and are subject to risks and uncertainties. Actual results may differ materially from those expressed or implied in the forward-looking statements. Such risks and uncertainties include but are not limited to changes in the demand for Epicor's products; the timely availability and market acceptance of new products and upgrades; the impact of competitive products and pricing; the discovery of undetected software errors; changes in the financial condition of Epicor's customers; and other factors discussed in Epicor's filings with the Securities and Exchange Commission, including Epicor's S-4 Registration Statement filed on January 11, 2012, as amended on February 10, 2012, our quarterly reports on Form 10-Q, and our annual report on Form 10-K for period ending September 30, 2012. As a result of these factors the business or prospects expected by Epicor as part of this announcement may not occur. Epicor undertakes no obligation to revise or update publicly any forward-looking statements.

# Special Guest and Host

**EPICOR.**

Business Inspired™



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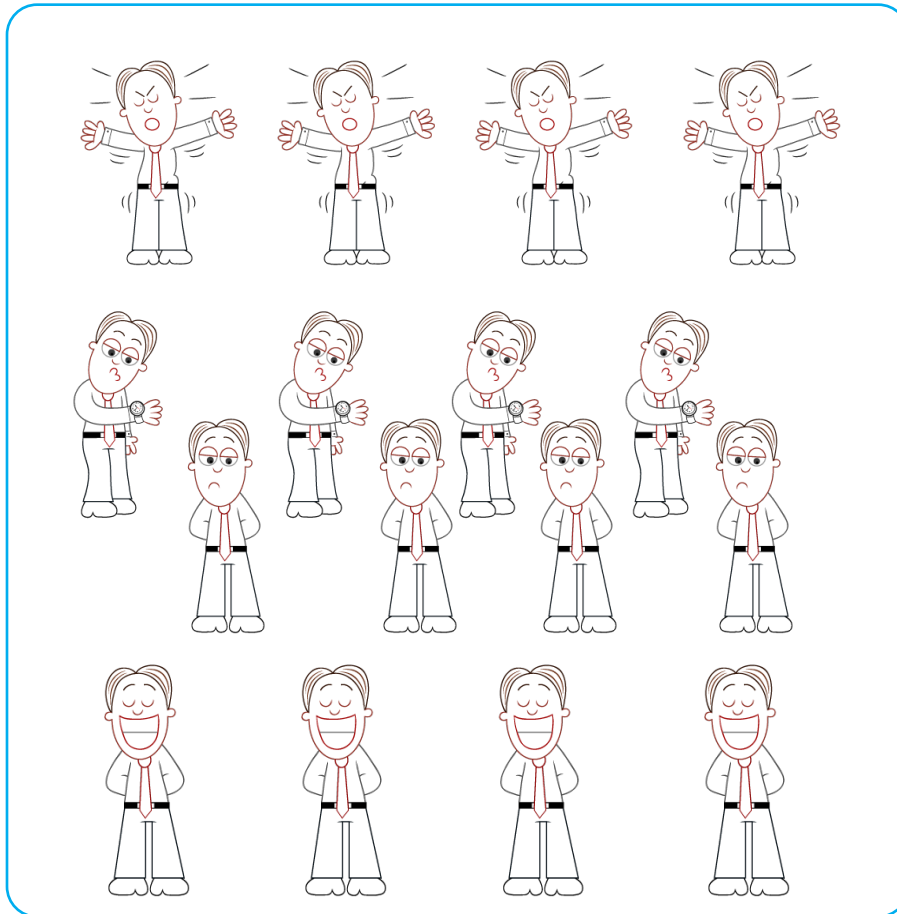
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# Gallup 2012 Employee Engagement Index



**1 in 4**


**Actively  
Disengaged**

**2 in 4**

**Disengaged**

**1 in 4**

**Engaged**



Business is short on  
employee engagement ...  
**Especially** in manufacturing.

# The Blame Game ... No Accountability

Great. How am I supposed to compare efficiency and utilization?

Is it really so hard to eek out a few more parts every day?

Honestly ! ... can't \*anybody\* around here get me some good numbers??

#\$@%\*%  
We're at 70% ... AND THOSE GUYS aren't doing it right.

YAY!!!  
Our OEE is 80%!

Plant *n*

Plant *n*



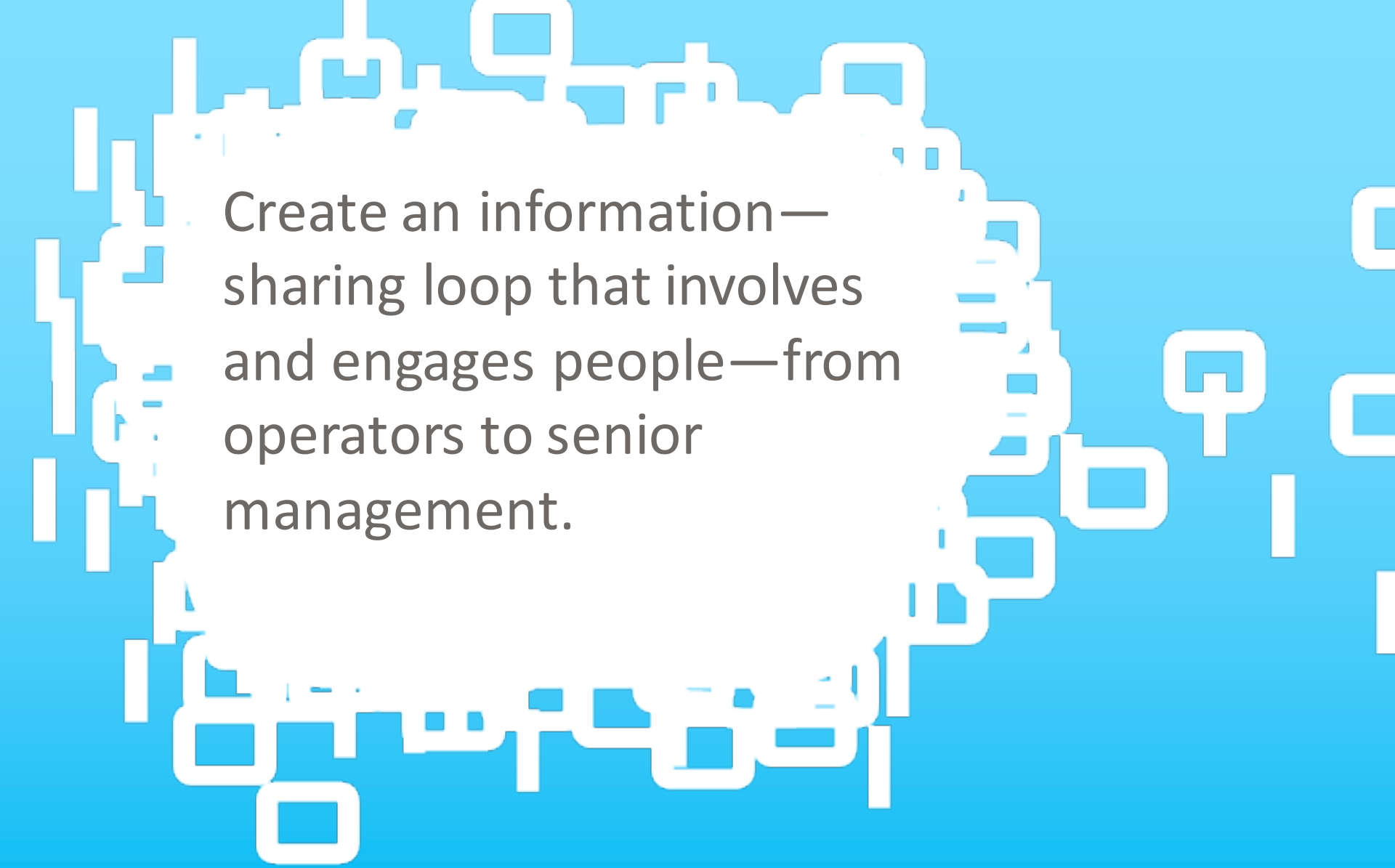


Line metrics **UNITE** operators,  
supervisors, plant managers and  
corporate executives.

# The Engaged Workforce

- ❑ Effects travel throughout chain of command
- ❑ People have what they need to do their job
  - Random losses
  - Chronic problems
- ❑ Depth and dimension





Create an information—  
sharing loop that involves  
and engages people—from  
operators to senior  
management.

# Build a Bridge | Operators to Management



**CORPORATE  
MANAGEMENT**



**PLANT  
MANAGEMENT**



**PLANT  
OPERATIONS**



**SHOP FLOOR**

## Enterprise analytics

- Network-wide analysis, scenario planning
- Benchmark performance

## Plant analytics

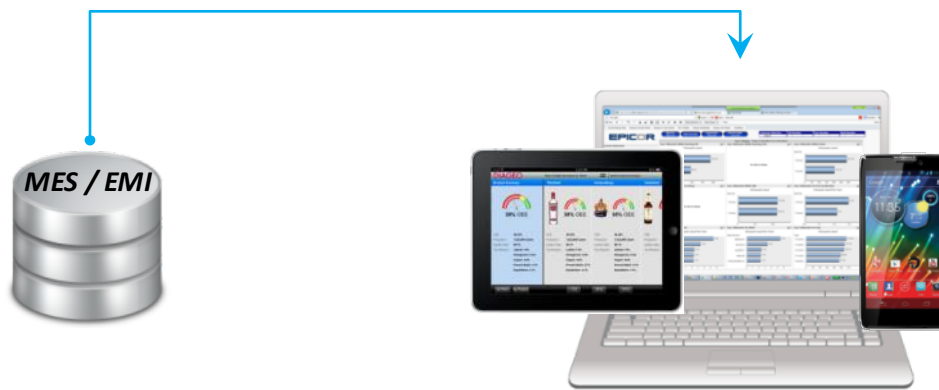
- Real-time KPIs and downtime reasons
- Plant analytics

## Operations metrics

- Accurate, consistent efficiency metrics
- Visual root-cause indicators

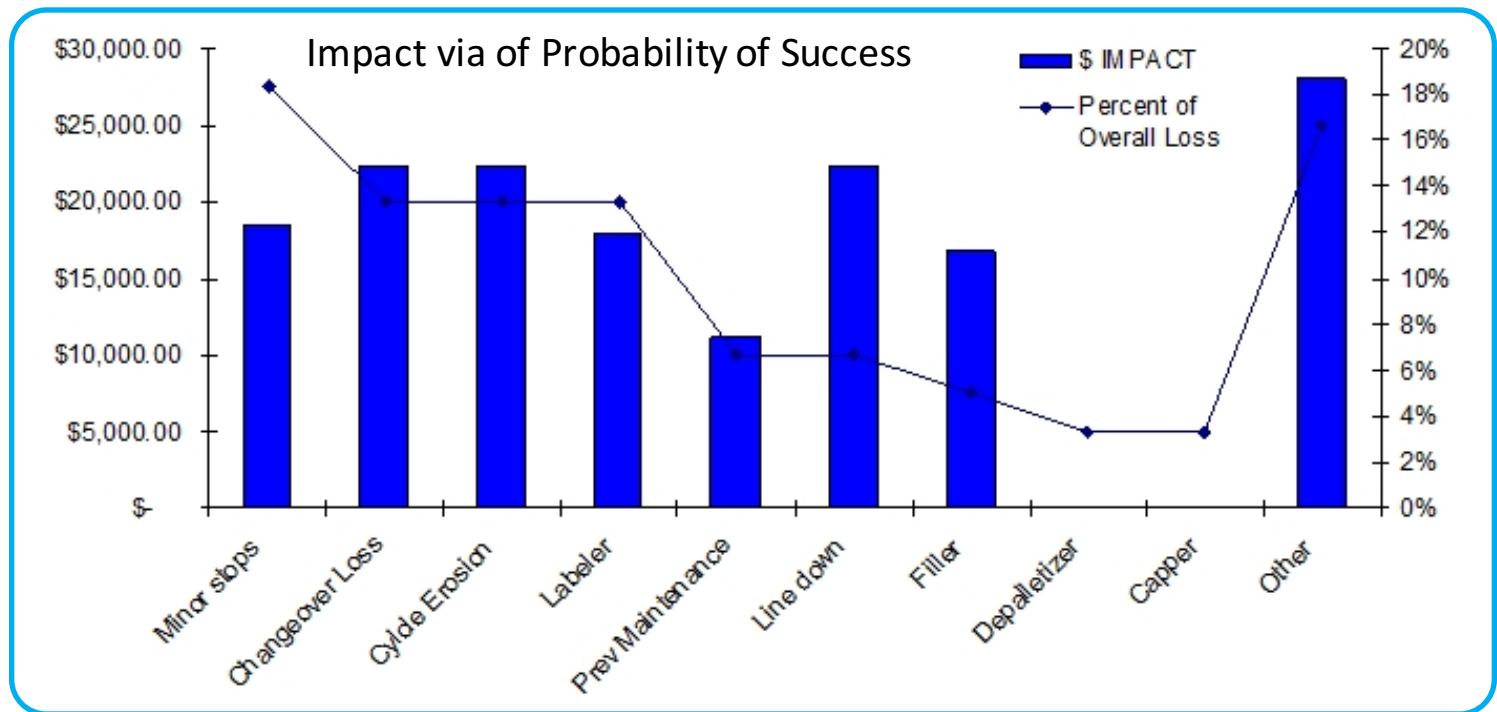
## Visual factory

- Production monitoring
- Real-time view of performance



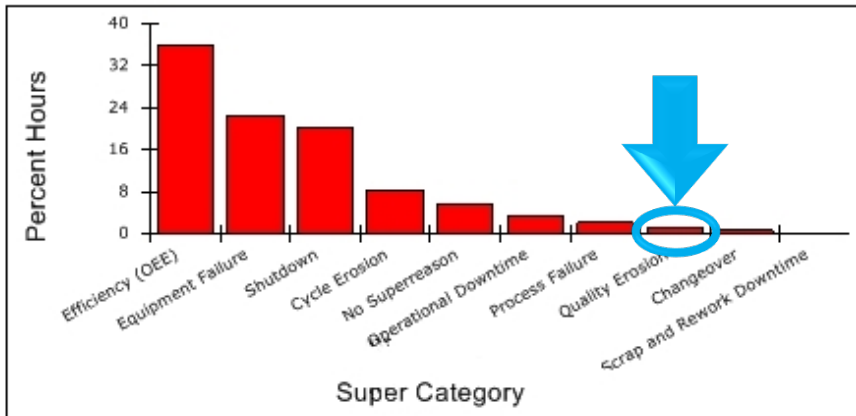
# Focus on Accountability, Not Blame

- Loss recognition and severity
- Set priorities – rate of return

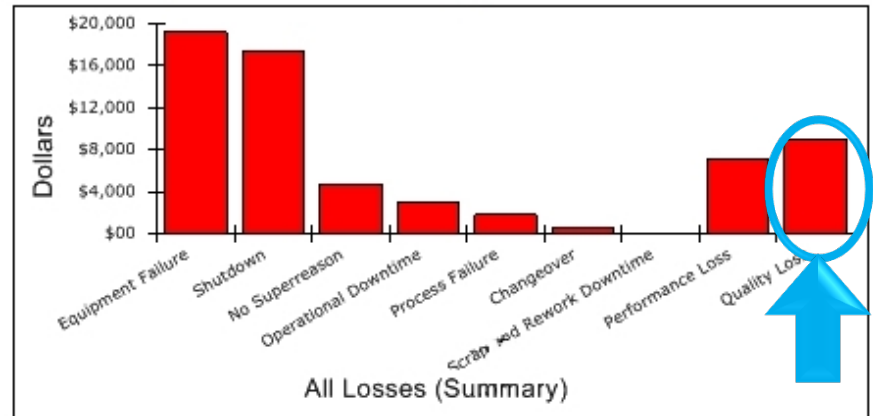


# Focus on Accountability, Not Blame

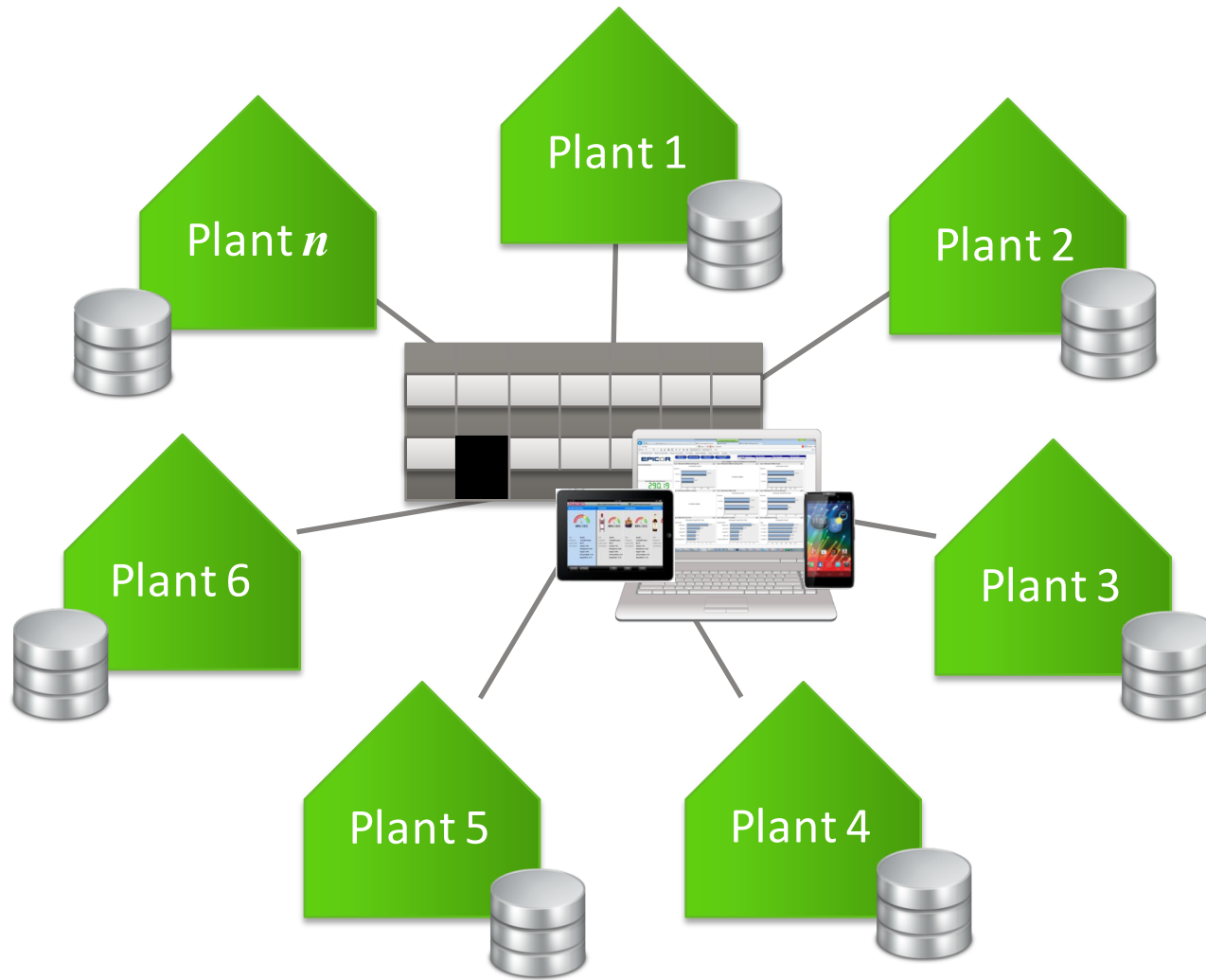
Manufacturing losses



Manufacturing losses with Financial Impact

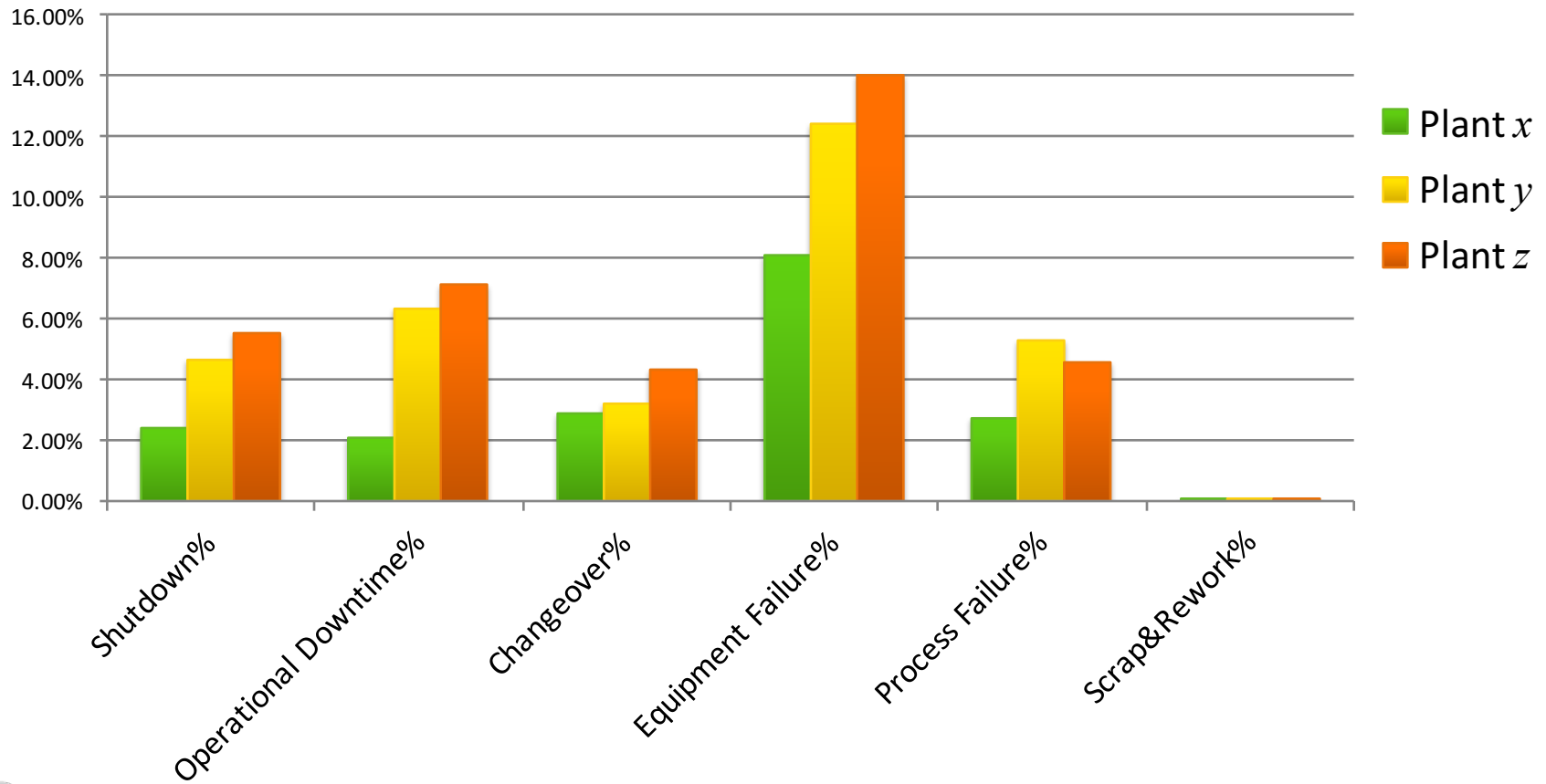


# Connect the Manufacturing Enterprise



# Benchmark Performance

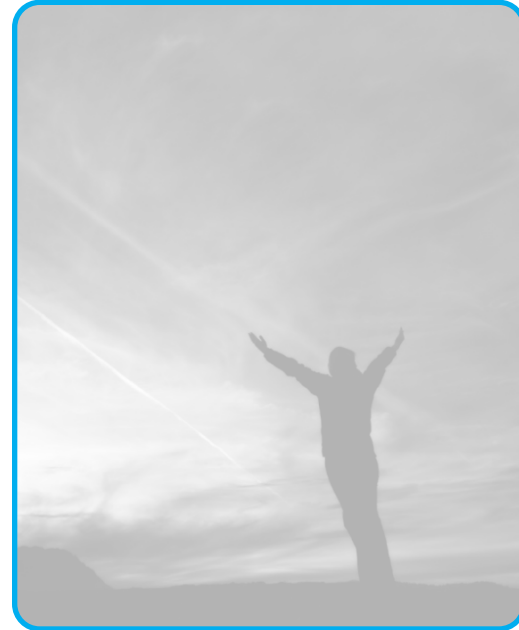
## Big Six Losses by Category





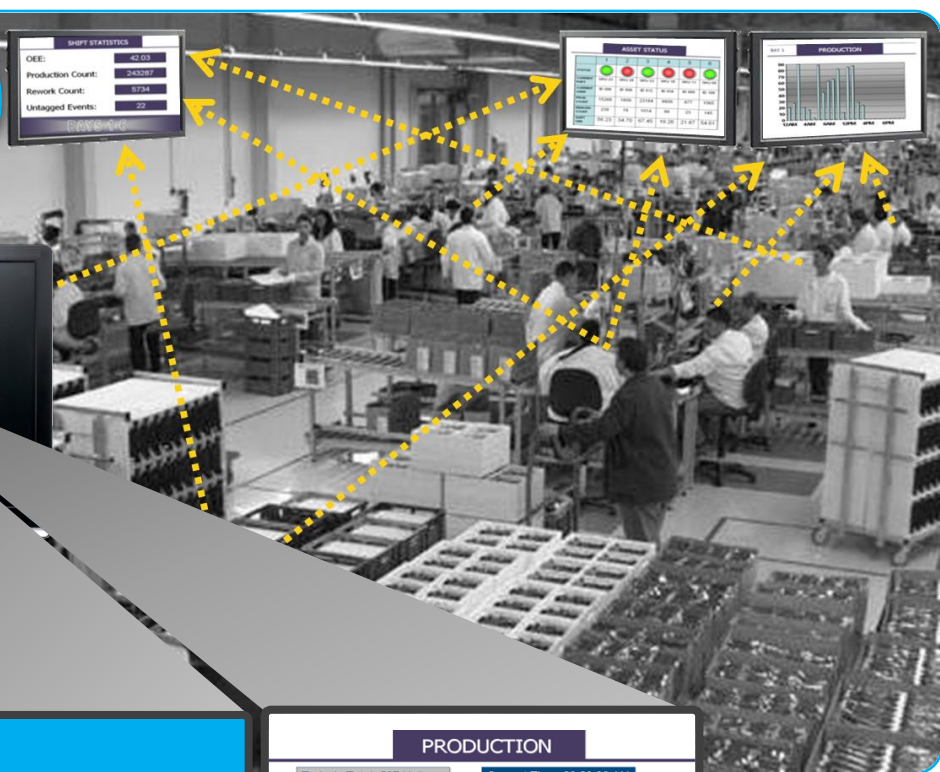
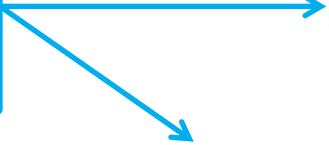
# What behavior do you want?

- ▣ #1 Goal setting
- ▣ # 2 Competition
- ▣ Collaboration
- ▣ Rewards
  - Social / food events
  - Gifts



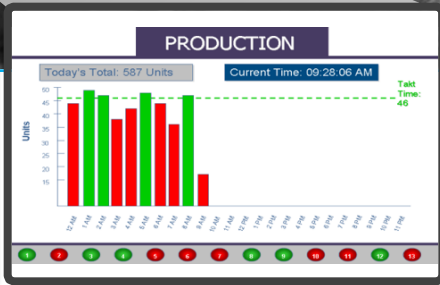
# Celebrate Successes ... use Technology

Line 6  
NEW RECORD



	1	2	3	4	5	6
STATUS	<span style="color: green;">●</span>	<span style="color: red;">●</span>	<span style="color: green;">●</span>	<span style="color: red;">●</span>	<span style="color: red;">●</span>	<span style="color: green;">●</span>
CURRENT PART	SKU 23	SKU 29	SKU 23	SKU 18	SKU 11	SKU 09
CURRENT USER	ID 006	ID 008	ID 012	ID 034	ID 009	ID 108
PROD. COUNT	15268	1809	23184	9809	877	1065
REWORK COUNT	238	19	1014	86	23	145
SHIFT OEE	56.23	34.70	67.45	19.26	21.87	54.61

**Line 6  
New Record**



# Alignment to Drive Improvement

## □ Connect ...

- People
- Decisions
- Performance
- Improvement



# Epicor Success Story – Culture Shift

**Diageo accelerates performance with a sip of mobile technology from Epicor**

## DIAGEO

*“This is the future of how we’re going to manage manufacturing performance here in North America. This Informance iPad® app gives our entire management team an easy and mobile way to see exactly what’s going on in our production facilities. We can be anywhere and see everything in real time, by machine, by line, by time and by day. It brings the entire supply chain to the shop floor.”*

Ewan Andrew, Sr. Vice President  
Sr. Vice President,  
Manufacturing & Distilling  
Diageo North America

### Company Facts

- Location: Global, starting in North America
- Industry: Manufacturer of world’s leading premium beverages
- Web site: [www.diageo.com](http://www.diageo.com)

### Business Benefits

- Real-time manufacturing business analytics across the entire NA supply organization
- Plant and product line metrics at a granular level to drive OEE and product quality improvements, and waste reduction initiatives
- 25% increase in OEE in first year with Epicor solutions

# Questions?

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