

Building Supply Industry Insights 2023

Discover how building supply leaders elevate their businesses by working with their ERP partners.



EPICOR

Loyalty and Trust Elevate Relationships Between Building Supply Leaders and Their Partners

BY LISA POPE, EPICOR PRESIDENT

Investments in cloud ERP continue to surge, with some experts predicting the market to grow at a compound annual growth rate (CAGR) of 17% until 2028¹. ERP growth is driven by a variety of new business challenges, including the struggle to adapt to economic uncertainty, unreliable supply chains, and an ever-expanding remote workforce.

In the building supply industry, specifically, the recent labor shortage, material cost fluctuations from inflation, security threats, and supply chain uncertainty top the list of reasons business leaders are searching for better digital solutions. The need for efficient workflows, lean processes, and actionable business intelligence that can help control inventory, boost profit margins, and improve productivity drives many ERP strategies.

Integrated solutions, such as ERP, help building supply leaders keep pace with business shifts and minimize disruptions, so they can enhance service and manage multiple locations more effectively.

Building suppliers rely on cloud ERP's cost-effectiveness, flexibility, and scalability to stay agile, resilient, and competitive. Now that the next normal is here, it's time to chart a new course for the future.

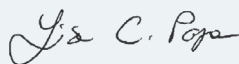
Our 2023 Building Supply Industry Insights Report shows that, although loyalty to their current ERP partners is high, building suppliers expect transparent, knowledgeable support in return.

Transparency and support are important to enterprise and SMB suppliers alike throughout the ERP journey—from pre-sale through go-live. Transparency is particularly necessary during the evaluation and configuration phase, as well as when suppliers consider a cloud-based ERP solution. Meanwhile, greater support during the planning and implementation phases is also a must-have.

Suppliers understand the value of the cloud and want to enable and control their unique industry business flows within their ERP system. Leaders want assurance that their cloud ERP solutions help provide best-in-class security features. And when it's time to make a purchase decision, building suppliers turn to software selection consultants to help them get the most value from their choice.

This year's report provides valuable information and many new insights. The main takeaway? Today's business leaders in the building supply industry expect to work with an ERP provider that has the tools, expertise, and commitment to support them throughout the entire journey and beyond.

With best wishes,



LISA POPE
President, Epicor

¹ "2022 Statistics: Global Cloud ERP Market Will Surpass USD 47,760.01 Million at 17.10% CAGR Growth." *GlobeNewswire/Vantage Market Research*. March 21, 2022. <https://www.globenewswire.com/en/news-release/2022/03/21/2406421/0/en/2022-Statistics-Global-Cloud-ERP-Market-Will-Surpass-USD-47-760-01-Million-at-17-10-CAGR-Growth-Vantage-Market-Research.html>



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Who We Surveyed

In the fall of 2022, we surveyed 1,350 enterprise technology decision-makers representing multiple industries to gain insight into their views on cloud ERP. Of those respondents, 186 work in the building supply industry at enterprises generating an annual revenue of over \$250 million USD.

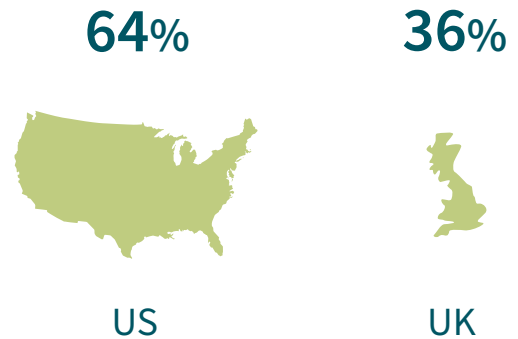
To create this report, we compared this enterprise data against an identical survey we conducted in the spring of 2022, composed of 1,350 technology decision-makers from small and midsize businesses (SMBs) across multiple industries. Of those respondents, 195 work in the building supply industry at SMBs generating \$20-\$250 million USD in revenue.

We wanted to know if suppliers were satisfied with their current solution and what features they would look for when evaluating a new platform. We asked them about their overall experiences to determine which stages of the ERP journey they were comfortable with, and which areas needed improvement.

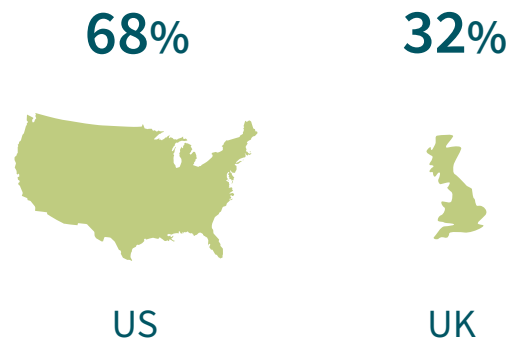
We interviewed businesses across two continents, with our research covering all deployment types, from both private off-site and on-premises servers to hybrid and fully cloud-based environments. In this report, we share our latest findings on the current state of cloud ERP adoption in the building supply industry, revealing how ERP needs to evolve in the future to meet suppliers' ever-changing needs.

This year's research participants by geography:

SMB building suppliers



Enterprise building suppliers



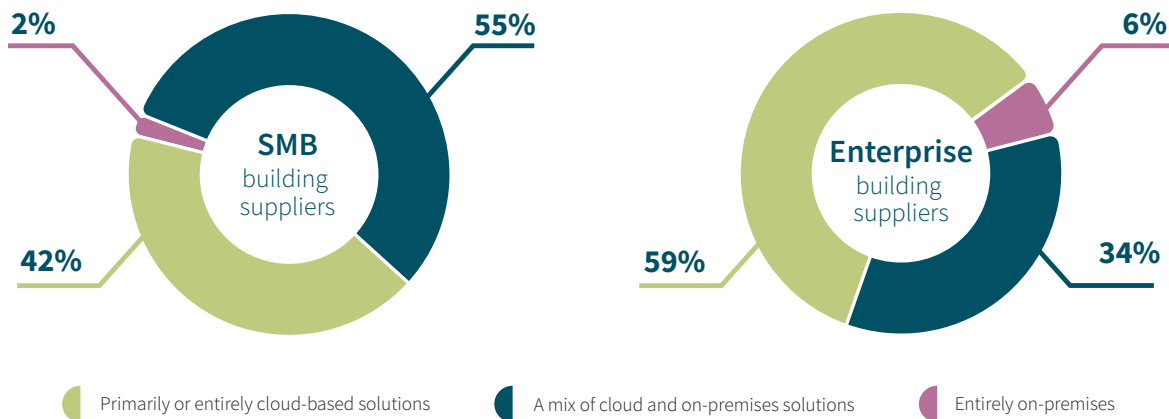
Building Suppliers Embrace Cloud Solutions

Because building suppliers understand how cloud solutions can enhance their business, many continue to move toward full cloud adoption. A minority of enterprise suppliers still use ERP solutions that are evenly distributed between the cloud and on-premises or are primarily on-premises—while many more are now primarily or entirely in the cloud.

In contrast, the majority of SMB suppliers still use a solid mix of on-premises and cloud for ERP solutions, but those that use primarily or entirely cloud-based solutions are closing the gap. However, the majority of suppliers, no matter the business size, plan to migrate more of their business solutions to the cloud this year and become less dependent on on-premises systems.

83%
of enterprise and
76%
of SMB suppliers
plan to migrate most
or all of their business
solutions to the
cloud in 2023.

Type of ERP solutions by business size



Cloud-based business solutions are becoming increasingly important, as businesses continue to prioritize innovation and diversification and take greater advantage of new growth opportunities.² In the building supply industry, 93% of enterprises and 83% of SMBs have recently diversified their offerings.

Suppliers that migrate to a cloud ERP solution must rely on it to strengthen their core business and smooth operations—while also enabling diversification, growth, and expansion in new ways.

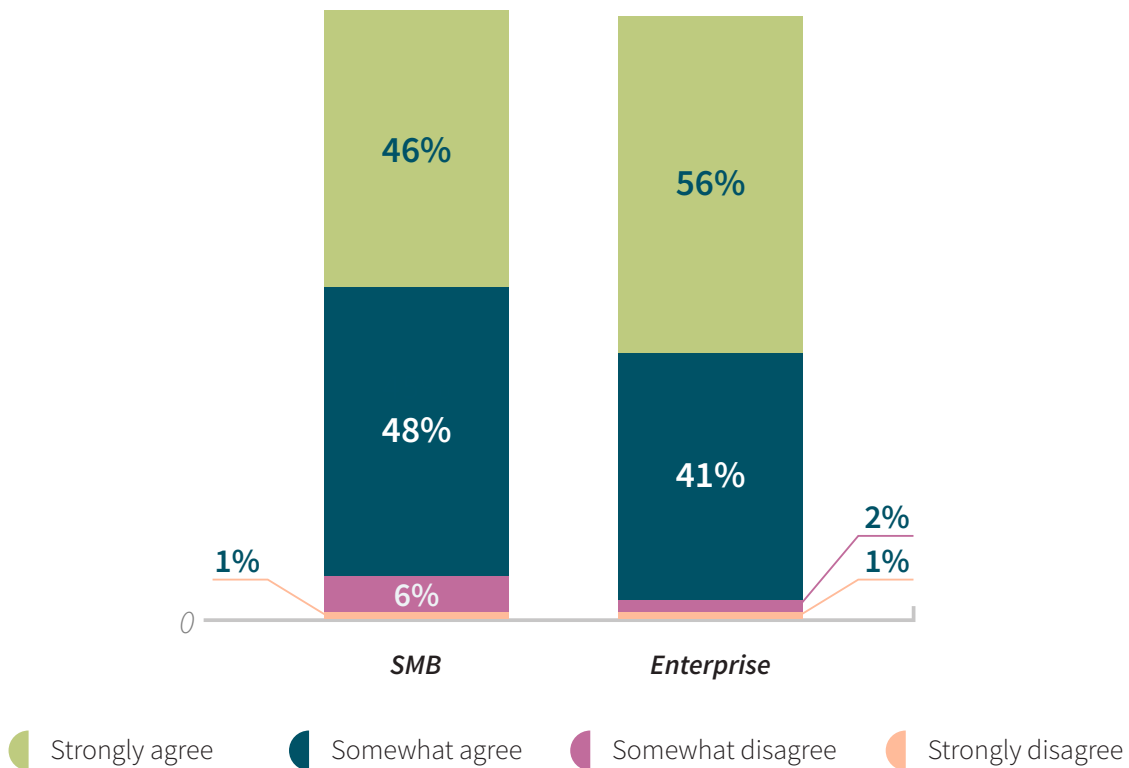
²Christoph Böhm interview. “The cloud as a strategic ecosystem for innovation and growth.” McKinsey. June 21, 2022. <https://www.mckinsey.com/capabilities/mckinsey-digital/our-insights/the-cloud-as-a-strategic-ecosystem-for-innovation-and-growth>

Building Supply Leaders are Loyal to their ERP Partners but Look for Better Functionality, Security, and Pricing

97% of enterprise and 94% of SMB suppliers feel loyal to their ERP partners.

Building supply business leaders across the board feel strong loyalty to their ERP solution partner. Yet if they were to consider other partners or solutions, 61% of enterprise and 46% of SMB suppliers would choose an ERP solution that's primarily or entirely in the cloud.

Loyalty to current ERP provider



Building Supply Leaders are Loyal to their ERP Partners but Look for Better Functionality, Security, and Pricing

Business growth is a top priority for SMB suppliers in the near term, while enterprise suppliers prioritize business stability. With cloud-based ERP solutions, suppliers know they can increase their agility, efficiency, and scalability to drive both growth and stability—for less cost upfront and lower maintenance costs later on. ERP solutions give growth-oriented suppliers a much-needed window into profitability, helping them understand their own customers and businesses better, so they can increase revenue and become more competitive.

“We have achieved a minimum of 10% per year growth in terms of both expanding our customer base and increasing order size. Epicor BisTrack helped enable that growth and has liberated resources to invest in new equipment.”

Rodney Huber, President, Huber Supply Company

Cloud ERP also improves performance while reducing the struggles associated with maintaining on-premises systems. This frees leaders in the building supply industry to focus on high-level, strategic business objectives and optimize day-to-day operations—including inventory control, warehouse management, quotes and orders, purchasing, and dispatch and delivery.

The automated capabilities of cloud-based ERP solutions help scale, speed up, and smooth suppliers' everyday workflows. With greater agility and broad visibility into data and processes, building suppliers can make better decisions that address and even ease today's supply chain pressures—this resilience is essential in the face of inflation, climate change, geopolitical conflicts, new emissions controls, and other developing issues.³

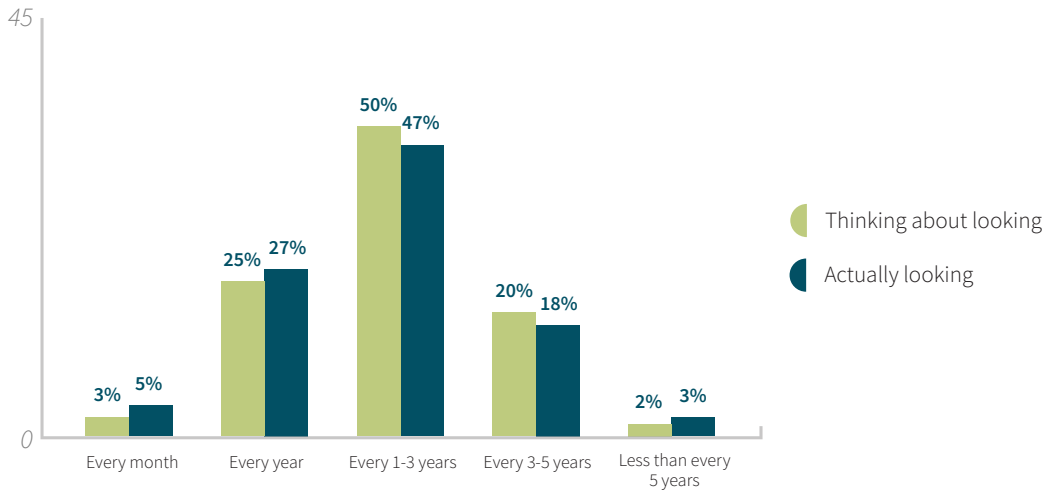
³“The supply chain trends shaking up 2023.” KPMG.
<https://kpmg.com/xx/en/home/insights/2022/12/the-supply-chain-trends-shaking-up-2023.html>

Building Supply Leaders are Loyal to their ERP Partners but Look for Better Functionality, Security, and Pricing

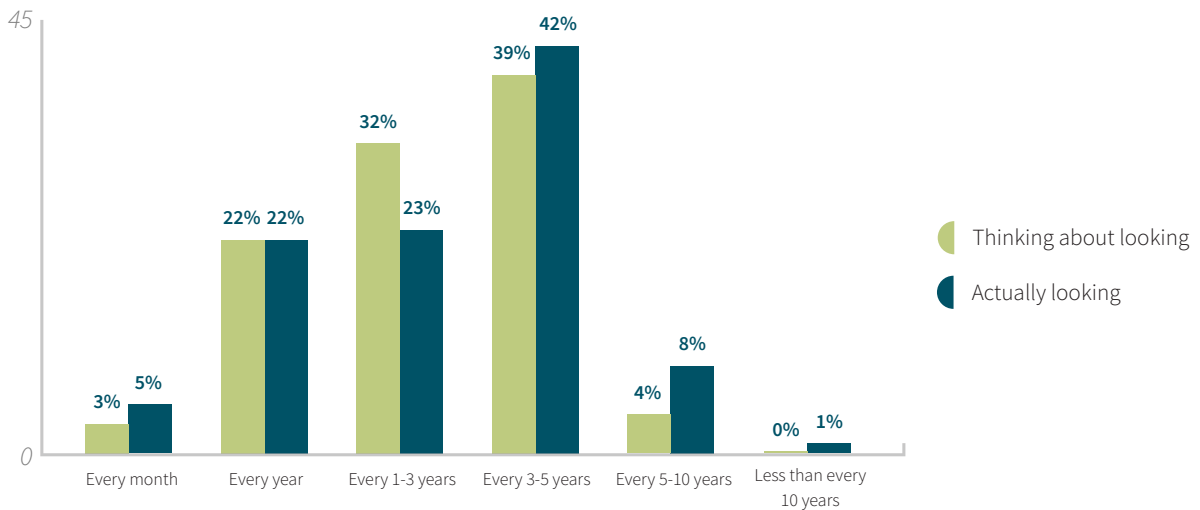
Enterprise suppliers look into changing their ERP solution every three to five years, while SMB suppliers do the same every one to three years. If enterprise suppliers could easily switch to a scalable ERP solution that better meets their growth plans and business needs, they would do so. In contrast, SMB suppliers would quickly switch if they could find an ERP solution that gives them a superior user experience and increased functionality.

How frequently do you think about changing your ERP solution? How frequently do you actually look into changing your ERP solution?

SMB



Enterprise



Building Supply Leaders are Loyal to their ERP Partners but Look for Better Functionality, Security, and Pricing

What motivates a building supplier to consider a new ERP in the first place varies by business size. Enterprises cite integration challenges and whether a competitor has an available product with better functionality as their top reasons, both at 38%, along with organizational changes in their own business and cybersecurity concerns, both at 37%.

SMBs, on the other hand, are most concerned with cost, citing cost increases with their current partner (31%) and more competitive pricing from another provider (30%) as their biggest reasons for considering a new ERP.

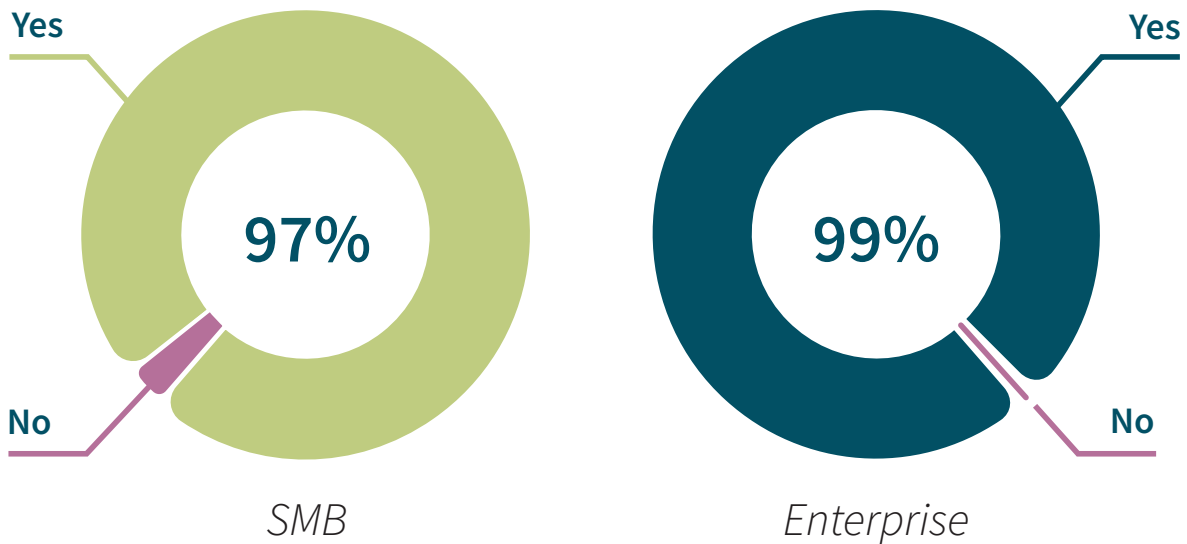
“The dispatch and delivery functionality in Epicor BisTrack is excellent. Anybody can find out the status of a delivery. You can see what truck it’s on and where else they’re going on that day. Before we’d have to call the dispatch people. It’s a huge time saver. It probably saves us a person a year.”

Curt Viehmeyer, Owner and General Manager, Sears Trostel

Building Suppliers are Confident When Making ERP Purchase Decisions but Want Transparent, Knowledgeable Partnerships

Our research found the vast majority of building supply leaders are highly confident when navigating the ERP journey.

Customer confidence in the ERP purchasing journey



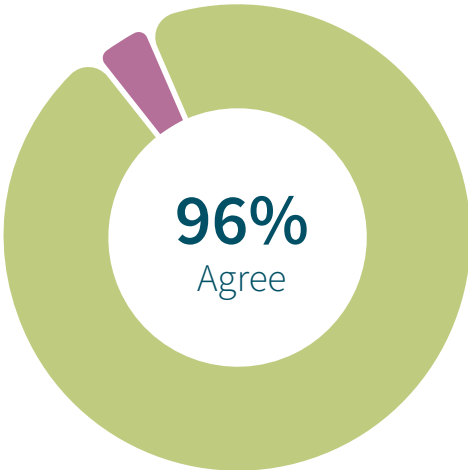
Building Supply leaders place significant value on partnerships throughout the ERP purchase journey. To inspire more confidence during the purchase process, enterprise ERP leaders expect their partner to be transparent and understand their business problems.

While SMBs also expect their provider to have a solid understanding of their business, they're very interested in knowing exactly what they're purchasing. Additionally, both enterprises and SMBs appreciate providers that offer specialist industry knowledge.

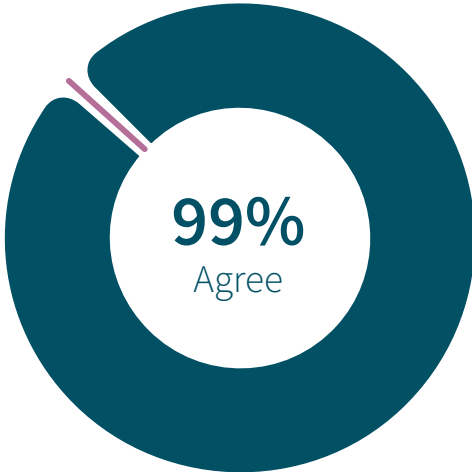
Building Suppliers are Confident When Making ERP Purchase Decisions but Want Transparent, Knowledgeable Partnerships

99% of enterprise and 91% of SMB leaders in the building supply industry want their partner to demonstrate a clear understanding of their business problem.

To what extent do you agree with the following statement:
“I feel that my ERP provider is a partner throughout the purchasing process (up to going live)”?



SMB



Enterprise

Suppliers Want Greater Support During ERP Implementation

While it's common to encounter some obstacles when implementing a new ERP system, the planning and implementation phases are especially challenging for building suppliers.

When implementing a new ERP solution, building suppliers of all sizes are most challenged by the ability to customize the system to fit their business needs.

What phases of the ERP purchase journey does your business find the easiest or most difficult?

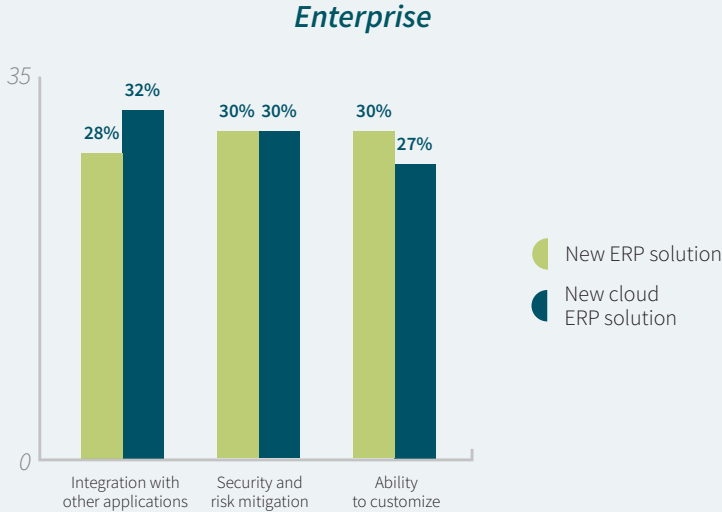
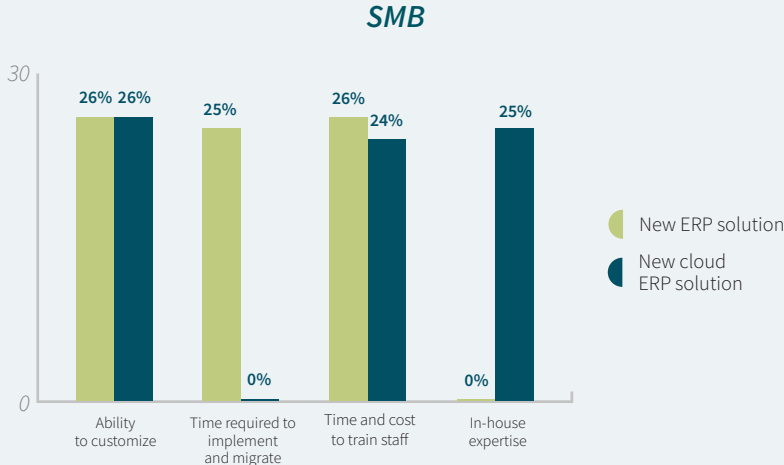
	SMB	Enterprise
Initial approach	Easy - 27%	Easy - 35%
	Medium - 19%	Medium - 15%
	Difficult - 24%	Difficult - 18%
Evaluation	Easy - 10%	Easy - 11%
	Medium - 23%	Medium - 24%
	Difficult - 14%	Difficult - 14%
Configuration and planning	Easy - 13%	Easy - 12%
	Medium - 34%	Medium - 37%
	Difficult - 13%	Difficult - 14%
Implementation	Easy - 16%	Easy - 12%
	Medium - 14%	Medium - 11%
	Difficult - 19%	Difficult - 26%
Go-live/completion	Easy - 34%	Easy - 29%
	Medium - 10%	Medium - 14%
	Difficult - 30%	Difficult - 28%

Suppliers Want Greater Support During ERP Implementation

When implementing a new ERP solution, enterprise suppliers worry about security and risk mitigation, the ability to customize the system to fit their business needs, and how well the system will integrate with other applications. SMB suppliers are mainly concerned with customization, the time and cost to train staff, and the time to implement and migrate to the new system.

With cloud-based ERP, enterprises have the same challenges with application integration, security and risk mitigation, and customization. SMBs face similar challenges with customization, but they're also challenged by the time and cost to train staff and worry about having enough in-house expertise to manage the new system.

What do you perceive to be the biggest challenges with onboarding and implementing new ERP solutions? What about specifically for cloud-based ERP solutions?



Suppliers Want Greater Support During ERP Implementation

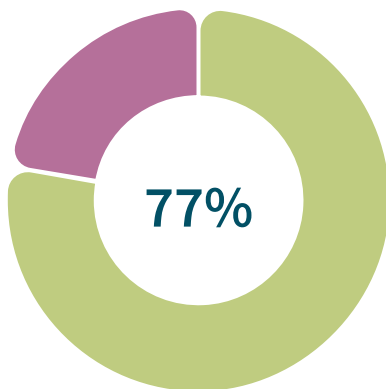
“Because Epicor provides a guided, standardized, simplified approach, we don’t need people who know the industry. We can hire for personality and gain from a broader set of experiences and backgrounds. It revolutionized our operations.”

Adam Bartlett, Data Systems Manager, Arnold Lumber Company

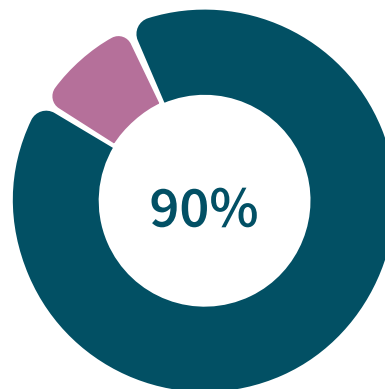
To address these concerns, building suppliers need their ERP partner to pay specific attention to providing extra support during the more challenging phases of the journey. Helpful support includes training and run-throughs with super users, staff training, and education on data best practices to help supplement in-house knowledge.

When choosing a new ERP solution, 90% of enterprise and 77% of SMB suppliers rely on the advice of software selection consultants and other intermediaries. This emphasizes the importance of selection consultants to suppliers during the evaluation phase. It also reveals a need for ERP partners to work on bridging the gap when the use of selection consultants and other intermediaries limits contact with their building suppliers.

When considering new ERP solutions, do you use software selection consultants (or other intermediary companies who give advice on ERP providers to use)?



SMB



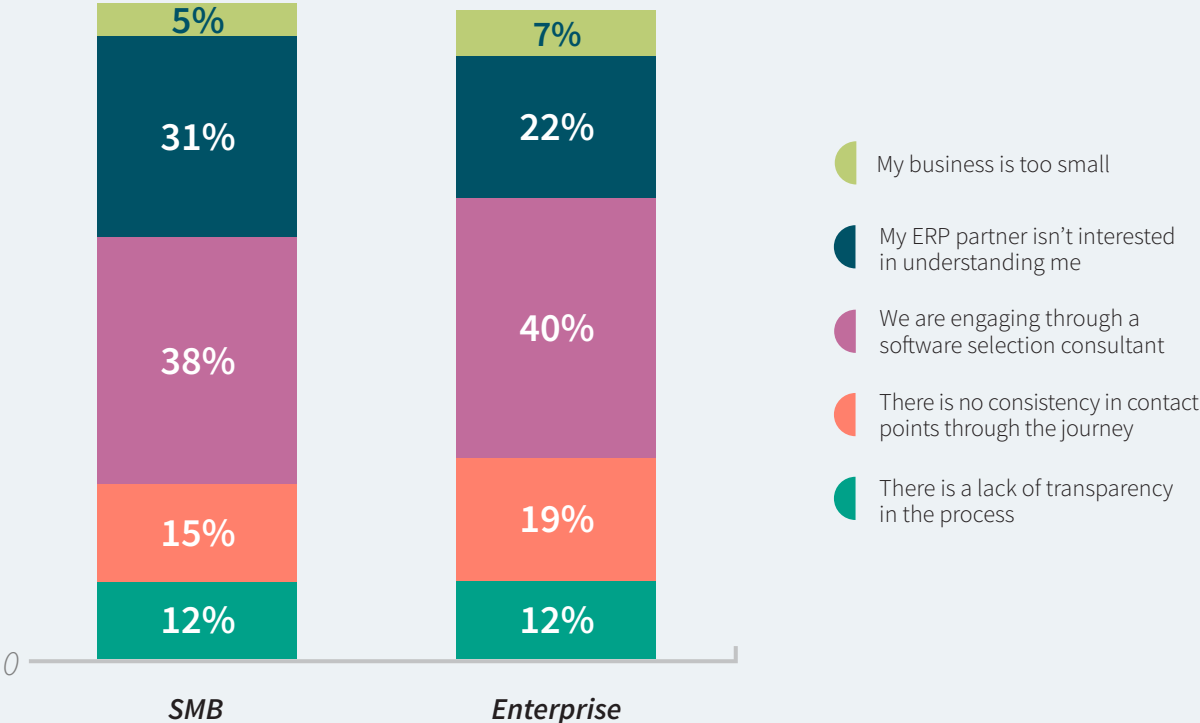
Enterprise

Suppliers Want Greater Support During ERP Implementation

Enterprises, especially, need support with data migration. Given the complexity of enterprise-level businesses, hands-on support—and sometimes even onsite consultants—can be valuable during implementation.

Another common barrier to partnership for building suppliers of all sizes occurs when the ERP provider lacks interest in understanding the supplier’s business.

What are the barriers to making you feel like you have a partnership in the ERP purchase process?



Building suppliers need their ERP partners to provide efficient and knowledgeable support while recognizing the special challenges of the implementation phase.

Better Functionality and Ease of Integrations are Important

Building supply decision-makers have a variety of reasons for considering a new ERP solution and partner. For enterprises, the availability of a better solution and integration challenges with new technologies are at the top of the list. Other major reasons include cybersecurity concerns and organizational changes within their business, including a merger or acquisition (M&A).

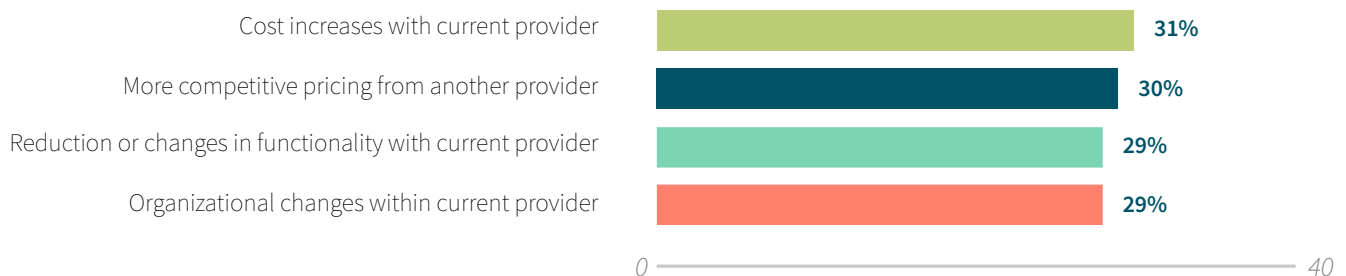
M&As can have a big impact on a supplier's ERP system. It's challenging to combine the data and processes from newly acquired brands, products, and business units and integrate them into an existing system. And sometimes the size, scope, and complexity of the new business, post-merger, demands migration to an entirely new and more sophisticated ERP system—which creates additional challenges around user adoption and training.⁴

SMBs, however, cite cost increases from their current partner and better pricing from a competitor as their top reasons for considering a new ERP. Other major reasons include a reduction or changes in functionality, as well as organizational changes within their current provider.

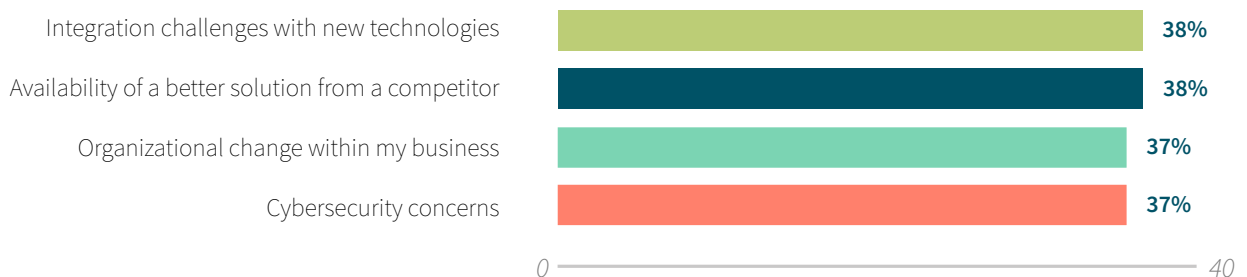
*An overall better solution from another **ERP partner** is one of the top reasons why enterprise building suppliers consider changing partners.*

What has triggered you to, or might make you decide to, think about re-evaluating and/or purchasing a new ERP solution?

SMB



Enterprise

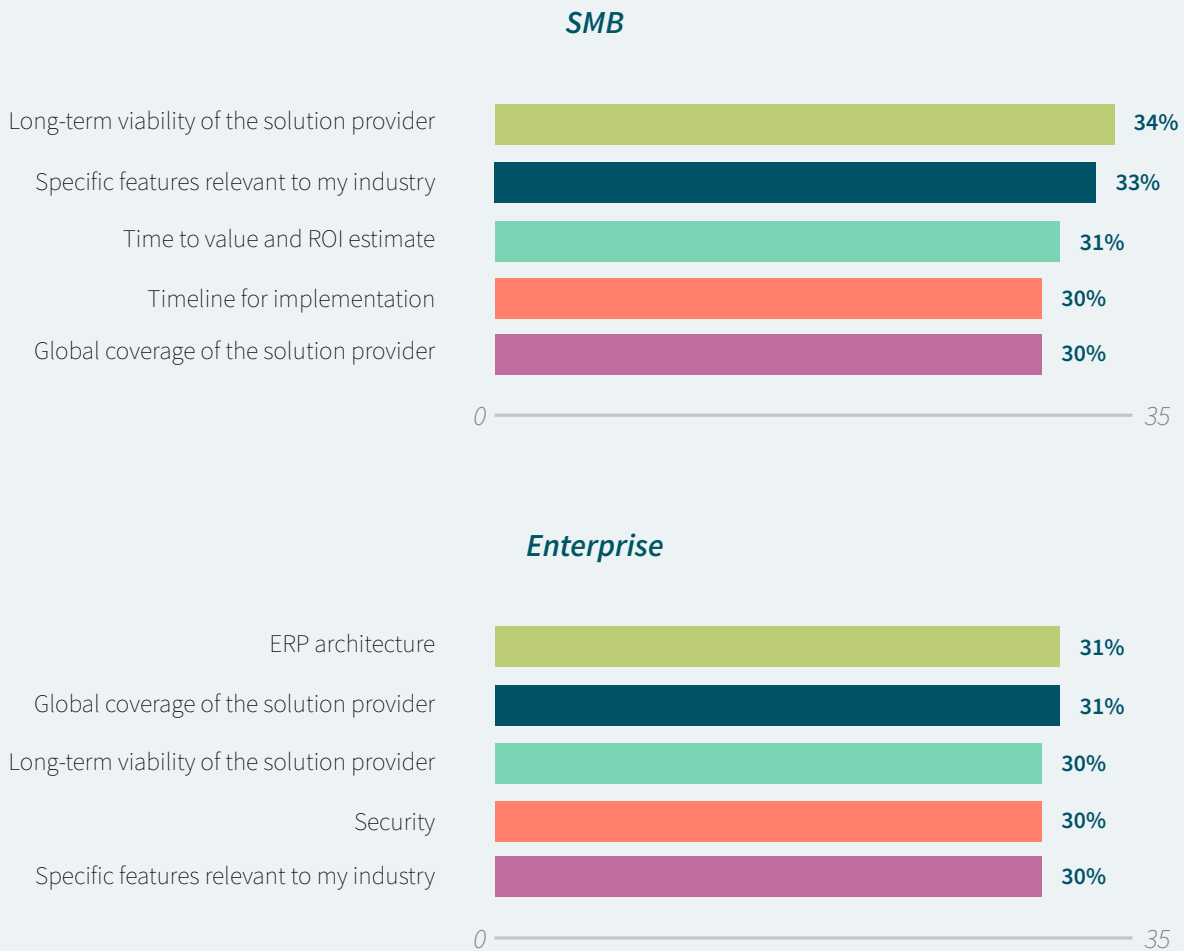


⁴Shawn Windle, "ERP Strategies for Mergers & Acquisitions." ERP Advisors Group. March 4, 2022. <https://www.erpadvisorsgroup.com/blog/erp-strategies-for-mergers-and-acquisitions>

Better Functionality and Ease of Integrations are Important

When enterprise suppliers consider a cloud ERP solution, they prioritize ERP architecture and global coverage, followed by the long-term viability and security of the solution. They also look for industry-specific features.

What are the areas you think should be addressed about potential cloud ERP solutions before the purchase?



In contrast, SMBs first consider the long-term viability of the partner. Then they look to resolve questions around industry-specific features and the time to value and estimated return on investment (ROI).

Better Functionality and Ease of Integrations are Important

Before purchasing a cloud-based ERP solution, building suppliers of all sizes want to address questions about the long-term viability of the solution partner and features relevant to their specific industry.

Though security concerns vary between enterprises and SMBs, building suppliers of all sizes know security is intrinsically linked to business continuity. They consider security even before making a cloud ERP purchase and at every other step of the journey.

If a security incident or other business crisis should occur, a secure ERP ensures a building supply business's data is not compromised, allowing the business to maintain or quickly recover normal operations and avoid serious downtime.⁵ Compared to on-premises systems, cloud-based ERP solutions do a superior job of securing and managing suppliers' data effectively—in a highly stable environment that protects against a range of security threats.⁶

⁵Mitch Lewis, "Where does security fit into a business continuity plan?" TechTarget. September 26, 2022. <https://www.techtarget.com/searchdisasterrecovery/answer/Where-does-security-fit-into-a-business-continuity-plan>

⁶"How does Epicor Cloud Solution provide for business continuity and disaster recovery?" Epicor. <https://www.epicor.com/en-us/resources/videos/distribution/how-does-epicor-cloud-solution-provide-for-business-continuity-and-disaster-recovery/>

Building Suppliers Value Cloud Solutions but Have a Variety of Concerns

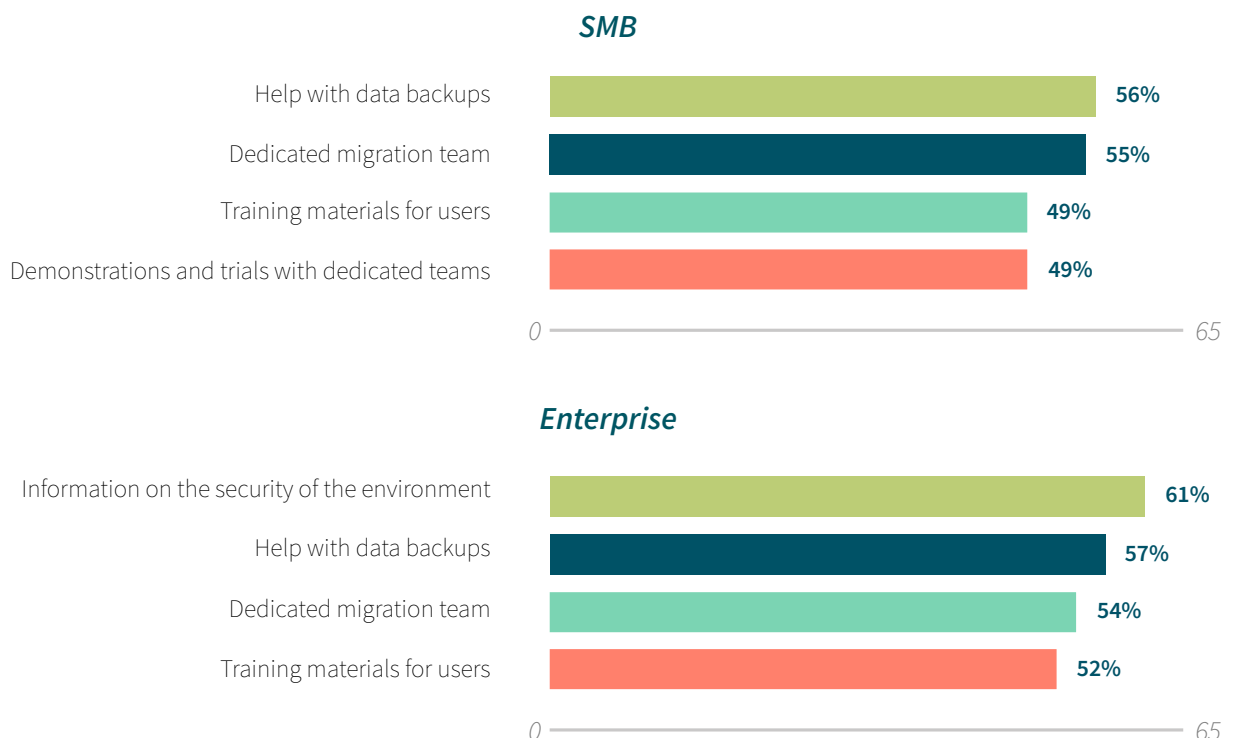
Most building suppliers, regardless of size, are comfortable with cloud solutions—but a few things would give them even greater assurance when transitioning to cloud ERP.

During the transition, enterprise suppliers expect their ERP environment to be secure. They also say that help with data backups, a dedicated migration team, and training materials would further increase their comfort level when journeying to the cloud.

SMBs agree that dedicated migration teams, help with data backups, and training materials would ease the transition to a cloud ERP, but they also want more product demos and trials.

96%
of enterprises and
88%
of SMB suppliers
are comfortable
with cloud-based
business solutions.

Which of the following would make you feel most comfortable as you make the journey to the cloud?



Building Suppliers Value Cloud Solutions but Have a Variety of Concerns

Though most suppliers see value in cloud solutions, 96% of enterprises and 87% of SMBs worry about the potential for disruption when migrating from an on-premises ERP to a cloud-based solution.

Building suppliers that have already made the switch to the cloud can draw upon their valuable migration experience and share lessons learned with others. Enterprise leaders with cloud migration experience use certain strategies to help ensure a smooth migration process—whether to a hybrid or fully cloud-based ERP system.

Enterprise leaders begin by surveying their entire business application landscape and determining any dependencies—typically with the help of IT staff who deeply understand those dependencies. They also consider the benefits of open-source software—lower setup and ownership costs, support from the tech community, and crowdsourced security and innovation—wherever possible. Importantly, they communicate with key IT stakeholders, so their internal teams understand how daily workflows will change and how roles will be impacted. After the migration is complete, they continually reassess their cloud ERP system to recalibrate as needed.⁷

Still, building suppliers need to recognize the potential challenges of cloud adoption. For enterprise suppliers, the biggest concerns revolve around data—namely, data quality, data consumption, data security, and data loss. But they're also concerned about integration with other applications, training staff on the new system, and pricing structures.

In contrast, SMB suppliers are most concerned with security and risk mitigation when migrating an ERP to the cloud, followed by pricing structures and data overages.

⁷“How to Develop a Hybrid Cloud Migration Strategy,” Epicor. March 19, 2020.
<https://www.epicor.com/en-us/blog/how-to-develop-a-hybrid-cloud-migration-strategy/>

Building Suppliers Value Cloud Solutions but Have a Variety of Concerns

To what extent do you see the following as drawbacks of migrating to the cloud?

	SMB	Enterprise
Security and risk mitigation	39%	35%
Data overages	36%	34%
Pricing structures	36%	38%
Data corruption	34%	34%
Regulatory compliance	34%	34%
Security in transfer	34%	37%
Time required to implement and migrate	34%	34%
Data loss	33%	38%
Data consumption	32%	40%
Data sovereignty	32%	34%
Maintaining data quality	32%	40%
Configuring to fit unique business needs	31%	33%
Integration with other applications	30%	38%
Training staff	30%	38%
Pace of upgrades	28%	34%
Incompatibility of data software/programs	26%	36%

Building Suppliers Value Cloud Solutions but Have a Variety of Concerns

Enterprise suppliers typically have more internal resources than SMBs; however, they both need effective support from their ERP provider. Enterprise and SMB suppliers alike expect their internal teams to collaborate with their provider to resolve any concerns about cloud adoption. This creates a prime opportunity for ERP partners to help building suppliers successfully use the solutions they purchase and tackle challenges as they come up.

*“For years, we used a home-grown system, but we recognized we had to make a change to stay competitive. Epicor was a provider we initially reached out to, and we instantly realized that Epicor BisTrack software was a powerful system—the support was impressive and it was an industry leader. **We selected the BisTrack solution to help us maintain successful and growing operations.**”*

Patrick Goebel, President, Star Lumber & Supply Co

One such challenge occurs when a supplier must integrate their ERP system with another business's systems and technology stack during a merger or acquisition (M&A). Suppliers need to lean on their cloud ERP partners to guide and support them through these complex changes, in order to bring as much standardization and consistency as possible to M&A processes that impact ERP.

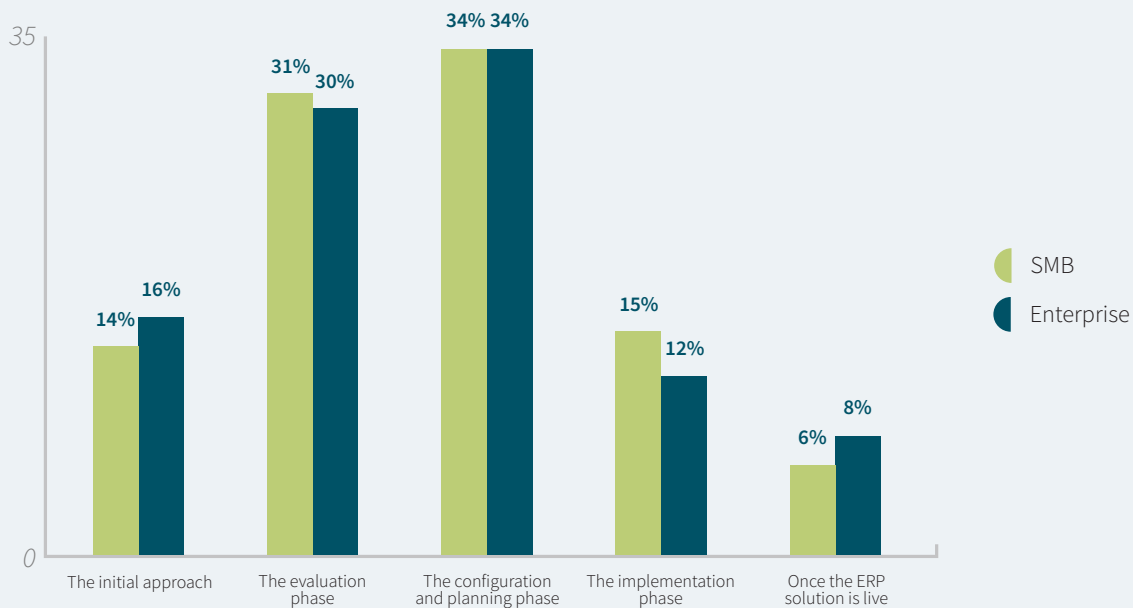
ERP providers can help building suppliers bring greater consistency to complex processes, such as integrating an ERP solution following a merger or acquisition.

Suppliers Want Greater Transparency and Comprehensive Support from Their ERP Partner

97% of enterprise and 98% of SMB suppliers say greater transparency would increase their confidence in the ERP journey.

Building suppliers of all sizes want to feel confident that their ERP partner is being transparent throughout the entire journey—from the initial purchase decision to go-live. But suppliers value transparency most during two key phases in the journey: evaluation and planning.

In which part of the purchase process would you be most interested in gaining greater transparency?



Information and transparency about the security of the cloud are also important, as these are the primary drivers for increasing enterprise suppliers' comfort when considering migration to a cloud-based ERP.

Enterprises also want greater transparency around pricing, security, data migration, release cadence, and features. In addition, they want ERP partners to be more transparent about expectations regarding how disruptive the journey will be.

Suppliers Want Greater Transparency and Comprehensive Support from Their ERP Partner

Regulatory compliance is another important factor that ties into transparency. Suppliers need to know their new ERP system can maintain compliance easily, even in the face of rapidly changing regulations. They also want their partner to understand how regulatory changes in the building supply industry impact business processes.

Business leaders must keep their ERP system up to date with all local, state, national, and international laws and documentation requirements pertaining to financial functions and data governance, in addition to security. Just as important, ERP has to make it easy for suppliers to comply with and document industry-specific standards and regulations. These include today's green building policies, Leadership in Energy and Environmental Design (LEED) certification, sustainability, energy efficiency, and smart building trends,⁸ as well as evolving regulations around indoor air quality and fire and safety that continue to impact everything from paint to insulation systems to wood products.

Support is yet another critical factor in the success of an ERP solution. Building suppliers look for different kinds of support, depending on the phase of the ERP journey. During implementation, ERP providers can best support building suppliers by training super users and regular staff, providing education on data best practices, and helping with data migration.

What types of support are useful when onboarding or implementing a new ERP solution?

	SMB	Enterprise
Trainings and run-throughs with super users	35%	37%
Staff training	31%	27%
Education on data best practices	30%	35%
Beta testing and dry runs	29%	27%
On-hand support	29%	29%
Support in data migration	29%	40%
Onsite consultants	26%	29%
Roll-out materials	25%	25%
Key content	24%	28%
Key contact	22%	27%

⁸Elizabeth Beardsley. "2021 in advocacy: Green building progress and policy." U.S. Green Building Council (USGBC). January 24, 2022. <https://www.usgbc.org/articles/2021-advocacy-green-building-progress-and-policies>

Suppliers Want Greater Transparency and Comprehensive Support from Their ERP Partner

After the new ERP solution goes live, both enterprise and SMB suppliers lean primarily on their own internal tech teams for support, supplementing their own expertise with technical documentation from their partner and peer knowledge. Enterprises also depend on ERP partner training as an additional layer of support.

Where do you look for support once your ERP is live and the project is complete?

	SMB	Enterprise
Internal tech or IT teams	34%	46%
Technical documentation on the vendor's website	34%	35%
Peer knowledge from other users of the same solution	32%	31%
ERP provider blogs	28%	30%
My account manager	27%	26%
The help section of the application	24%	24%
External third-party trainings	23%	30%
User communities	23%	16%
ERP provider trainings	20%	31%
External third-party analysis	20%	26%
ERP forums	17%	24%

Building Supplier Wish List for the Cloud ERP Journey

This year's research brings to the fore the importance of strong partnerships between building suppliers and ERP partners. Here's what business leaders in the building supply industry value:

A strong partnership and consistent contact with the same core support team. Both enterprise and SMB building suppliers want consistent contact points throughout the entire ERP journey, from the initial purchase through implementation, go-live, and beyond.

1

2

Greater support. Suppliers need the most help in the planning and implementation phases of the ERP journey. Enterprise and SMB leaders in the building supply industry look for enhanced support during these phases through a variety of tools and methods.

Higher transparency. Transparency is always a top priority, but even more so during the evaluation and configuration phases of the ERP journey. Suppliers cited a desire for higher transparency and more clarity, particularly around security issues when migrating to the cloud.

3

4

Robust cloud security. As cyberattacks become increasingly sophisticated and widespread, modern building suppliers have growing concerns about the risk of threats. When considering cloud ERP, enterprise suppliers in particular need to feel confident that their business solutions feature robust security capabilities, reducing vulnerabilities and preventing data loss.

Enhanced functionality. Building supply industry leaders keep an eye on the ERP market to compare the features and functionality of competitive offerings. They expect ERP partners to provide the latest features and continuously develop more and better functionality.

5

Partnering with Epicor: We're With You Every Step of the Way

From your initial ERP purchase decision through go-live and beyond

Transform and elevate your Building Supply business using the power of a modern ERP solution designed to meet your business needs. We'll let you access our deep industry knowledge and guide you through every step of your journey to the cloud. With Epicor solutions, you'll benefit from:

Best-in-Class Security

We know cybersecurity is never far from your mind. Our state-of-the-art technology solutions are backed by knowledgeable industry experts who work closely with your internal security team. We automatically update your software version on an agreed-upon schedule to keep it current, strengthen security, and help ensure your system is less vulnerable to risks and threats. If a security incident happens, you can rely on us to resolve it quickly and efficiently.

Open Communication

We know how much you prioritize transparency. That's why we prioritize it, too. We work hard to help ensure you have clarity throughout the entire process, from the very beginning of your journey. By collaborating with your internal teams, we can help minimize any surprises or disruptions. You'll always know what to expect regarding costs, scheduling, data migration, implementation and training time, business continuity, and so on.

Industry-Specific Customization

Our solutions include features that address the processes that are specific to your industry. We offer a scalable solution with increased database capability and a wide range of configuration options that enable the customizations you need. Our standard APIs allow for intrusive controls that help provide extensive connectivity to your database. And we continually look for ways to increase the amount of database accessibility you have.

Training and Education

Enterprise building suppliers get all their tech support directly from us, including 24/7 availability of Epicor staff, a dedicated team member for technical issues, and a customer account manager who stays in contact with you. Our team also provides education—both onsite and online—so your teams know how to use every feature and feel confident managing your solution.

Partnership Across the Purchase Lifecycle

When you partner with Epicor, you benefit from a trusted adviser who guides and supports you during every phase of the ERP lifecycle—from pre-sales through go-live and beyond. Our expert team involves all key stakeholders from the start, and our Center of Excellence helps you navigate the more difficult aspects of adopting a new solution or migrating to the cloud. We're here to elevate your entire ERP journey, understand your unique needs, and translate them into actionable business intelligence.

Get in Touch

Let our experts show you how our leading industry productivity solutions can help your building supply business thrive well into the future with cloud ERP.

www.epicor.com/buildingsupply



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