



EPICOR SOFTWARE CORPORATION

## Knowledge Mentor

Epicor Knowledge Mentor is a comprehensive content development solution that effectively streamlines the production of documentation, training and online help for all Epicor solutions. Available as a standalone solution to be used by members of your organization or our consultants, Epicor Knowledge Mentor synchronizes and expedites the production of the following content elements:

- User acceptance test scripts
- Job aides and user manuals
- Step-by-step quick reference guides
- System demonstrations
- Interactive tutorials and tests
- Transactional help tutorials to be used concurrently with the target Epicor application

# Accelerate ROI. Optimize user adoption. **Fast.**

## Why Epicor Knowledge Mentor?

Research indicates that the most significant factor in determining the actual ROI that organizations will derive from ERP, CRM, SCM and PSA implementations is the actual use of those systems by the end user community. Epicor Knowledge Mentor was designed to make the development and delivery of a comprehensive end user education solution a simple task so that the risk of a lack of end user adoption may be mitigated.

Epicor understands that your end users may change over time. We also know that your processes and policies can evolve constantly as your business moves forward. Epicor Knowledge Mentor allows us to provide you not only with the services you need to enable your project team; but to also empower you with a solution that allows your organization rapidly enable your Epicor application end users now and in the future. As a result, your end users come up to speed more quickly and remain educated on best practices in the use of your Epicor application. The result? Faster ROI and optimal user adoption today and tomorrow.

## Ensuring User Adoption

People prefer to learn in different ways and the users of your Epicor solution represent a diverse audience of learners. In order to stimulate and engage each end user it is important to provide documentation and training to them in a format that meets their personal learning preferences:

- **SHOW:**  
Epicor Knowledge Mentor is able to deliver demonstrations of best practices, complete with audio narration so that end users can be shown how to perform the process or transaction.
- **TRY:**  
Users may also gain hands-on experience of the system via interactive simulations that guide them through the correct steps in the process in a safe, controlled, environment.

- **TEST:**

Users are also able to check their own understanding and be assessed on their ability to execute the transaction or demonstrate their knowledge of the underlying policy or procedure. These results may be aggregated and incorporated into a Learning Management System via the SCORM or AICC standards so that management can identify those users ready to use the Epicor solution in production.

- **SUPPORT:**

When users forget how to perform a process in the live system they need answers, not a tutorial. Epicor Knowledge Mentor provides context-sensitive capable always-on-top help files that may be used concurrently with the live system to walk a user through the process step-by-step. All without calling a help desk or asking a colleague for assistance—maximizing productivity.

- **DOCUMENT:**

Providing adequate documentation to users in the form of job aides, quick reference guides, classroom workbooks and user manuals are the staple of many end-user enablement projects. Epicor Knowledge Mentor produces supporting documentation needed for end users in addition to user acceptance testing (UAT) scripts and procedural/transaction records to support regulatory compliance initiatives.

By providing a single-source approach to the development of all of the content described above, Epicor Knowledge Mentor is able to reduce the time and resource requirements typically required to produce documentation alone by as much as 75%.

## Epicor Knowledge Mentor Services

To support the solution, Epicor's team of consultants are available to enable your project team in the solution's use and best practices or to provide support in the following key areas:

- Curriculum Planning
- Learning Content Development
- Documentation Development
- Content Delivery

For more information, please contact your Customer Account Manager.

**“Epicor Knowledge Mentor. Enabling a comprehensive end user education solution.”**

“Many enterprises only perform one round of training and overlook the need for ongoing training. Ongoing training for new hires or staff-switching roles should form part of the RP system’s annual maintenance budget.”\*

## About Epicor Software Corporation

Epicor, named one of FORTUNE magazine’s 100 Fastest-Growing Companies in 2006, is a global leader dedicated to providing integrated enterprise resource planning (ERP), customer relationship management (CRM), supply chain management (SCM) and professional services automation (PSA) software solutions to the midmarket and divisions of Global 1000 companies. Founded in 1984, Epicor serves over 20,000 customers in more than 140 countries, providing solutions in over 30 languages. Employing innovative service-oriented architecture (SOA) and Web services technology, Epicor delivers end-to-end, industry-specific solutions for manufacturing, distribution, retail, hospitality and services that enable companies to drive increased efficiency, improve performance and build competitive advantage. Epicor solutions provide the scalability and flexibility to meet today’s business challenges, while empowering enterprises for even greater success tomorrow. Epicor offers a comprehensive range of services with its solutions, providing a single point of accountability to promote rapid return on investment and low total cost of ownership. Epicor’s worldwide headquarters are located in Irvine, California with offices and affiliates around the world. For more information, visit [www.epicor.com](http://www.epicor.com).

\*“Address Five Key Factors for Successful ERP Implementations”  
—Denise Ganly; Mar. 24, 2006, Gartner, Inc.

# EPICOR

Worldwide Headquarters  
18200 Von Karman Avenue  
Suite 1000  
Irvine, California 92612 USA

Inquiries  
Toll Free: 800-997-7528 (US/Canada)  
Phone: 949-585-4000 (International)  
E-mail: [info@epicor.com](mailto:info@epicor.com)  
[www.epicor.com](http://www.epicor.com)