



Functionality

- Global operations
- Traceability and quality
- Cost management
- Rapid configuration
- Product lifecycle management
- Regulatory compliance
- FDA, cGMP, ISO, SOX

Meeting the Challenges for Medical Devices

Epicor understands that businesses manufacturing medical devices face a unique set of challenges. Whether your business is built on the creation of a single successful device or OEM manufacturers depend on you for components in their end devices, providing the latest innovative technologies alongside long product development cycles and complex traceability requirements inherently introduces business risk. Demographics are on your side. With today's aging population, tremendous opportunity is available to successful medical device businesses who can manage growth, while responding to market changes and adhering to the rigorous demands of the industry; namely FDA 21 CFR Part 11 compliance, ISO13485, and cGMP.

With increasing pressure to reduce price in a business climate of expanding raw material cost, transportation cost, and reduced labor availability, businesses like yours are streamlining and adopting new technology to automate business processes for more competitive lead times and reduced waste. Epicor for Medical Devices is a global enterprise resource planning (ERP) software solution designed for manufacturing and distribution organizations who supply products and services to the Medical Devices industry. Epicor for Medical Devices provides a comprehensive framework for managing product innovation with solid product data management, quality process controls and cradle-to-grave product traceability.

Managing Rapid Growth

For many businesses, taking stock of core business operations in an integrated fashion is the initial step in improving bottom line revenues through greater visibility into office, warehouse, and plant floor operations. Epicor for Medical Devices is a completely integrated solution for managing your business. From initial concept and design through test plans, submissions, marketing and sales, production and planning, sourcing and procurement, quality and delivery, and finally financial recognition, Epicor for Medical Devices has the integrated tools to assist in your initiatives to grow your business profitably, while improving operational visibility and efficiency.

To help the pain of first ERP for startup Medical Device manufacturers, Epicor offers Epicor Express, an edition of Epicor ERP that is delivered in a SaaS model and targeted at small growing businesses. In a single solution, Epicor ERP uniquely offers the ability to easily transition to more functionality or other deployment models such as Hosting or On-Premise when business needs change.

Putting Your Customer at the Center of Your Business

For medical device businesses, customers are central to development of new innovative techniques and technologies that drive the industry. Responding with agility and speed to customer demands preserves competitive advantage. Customers can have a wide range of understanding of medical devices and meeting the needs of the customer can be multifaceted. It can mean helping a patient with an implanted device, working with an in-home care worker who services or uses the medical device, responding to a surgeon or doctor with questions, educating and deploying via a global multinational channel, or responding to the demands of a Tier 1 or Tier 2 medical device manufacturer looking for reduced cost and improved quality.

The Epicor embedded Customer Relationship Management (CRM) functionality provides a centralized customer repository alongside comprehensive help desk functionality. Customer service details are streamlined for rapid response to inquiries as they happen. Embedded workflow for issue escalation and resolution, along with full document control and audit trail, maximizes your use of time.

Escalations are responded to more efficiently by social teams using Social Enterprise. Collaborative social tools allow engineering, production control, quality and compliance, and service to subscribe to escalation groups and communicate on problem resolution and next steps.

Meeting Strict Guidelines for Product Data and Quality

Product and program specific data for medical devices is especially stringent due to governmental and industry standards for recording products at the design, production, sourcing, and delivery stages. Support for stringent product traceability, product documentation, revision change control, and electronic signature are core to the system. Epicor extends product data with end-to-end quality procedures, including online test results for easier audits. Full nonconformance management and corrective actions, preventative maintenance and workflow support high quality standards and traceability. Additionally, the Epicor robust Product Lifecycle Management (PLM) is a complete end-to-end solution developed to manage all aspects of a product's lifecycle, as well as enabling enterprises to control the enormous amount of electronic documentation that they produce. From engineering to submission to production, to fulfillment and delivery, to service and finance, complete product history and visibility is available.

Product Traceability

In all regulated life sciences sectors, the need for traceability is critical. Epicor for Medical Devices features strong control and visibility over lot tracked and serial tracked parts from cradle-to-grave, including serial genealogy of component products. Additionally, Epicor for Medical Devices offers strong fulfillment processes to allocate parts directly to customer orders, including serial and lot designations. These strict disciplines for traceability ensure customer and industry requirements are met—all while streamlining the shipping process. Additionally, Epicor for Medical Devices supports reference designator and manufacturers' part cross reference requirements for tracking of electronic devices.

Supporting the needs for enhanced traceability, Epicor delivers full Radio Frequency (RF) capability in the warehouse and on the plant floor that can track products in process alongside raw material inventory, finished goods, and supplied products. Epicor understands that complete traceability throughout provides for relief in the event of audit or recall.

Social Enterprise is a unique solution that allows stakeholders to collaborate electronically on product design and product issues. In particular, as these interactions are stored in a repository, all data related to success and failure are stored in a secure location within your ERP solution.

Regulatory Compliance

On top of the other challenges facing medical device organizations is a new set of governmental and industry mandated regulatory requirements that demand tight control of manufacturing process and traceability. From FDA 21 CFR Part 11 compliance to ISO 13485 and cGMP 820, today's medical device manufacturer is faced with challenges that erode the bottom line of their profits. Distributors of medical device products see similar challenges, including meeting strict requirements of the RoHS directive.

The Epicor robust infrastructure, coupled with its Quality Management suite, offers a comprehensive approach to automating the compliance process and reduces the risk of warning, recall, and customer issues. Furthermore, for companies looking to comply with FDA 21 CFR Part 11, management of electronic data is critical. Epicor for Medical Devices offers a robust framework in support of certification and audit including; comprehensive change logs with time and date stamp and business process management that can deliver approval criteria for key processes as well as request password validation for system wide electronic signature capabilities. Additional benefit from automation of business processes is delivered via Epicor Service Connect, an orchestration tool used to automate processes, reducing time to delivery by eliminating human intervention.

Software Validation

Companies regulated by the FDA are required to validate their business systems. This validation needs to include the business processes deployed by your company within the selected application. Epicor understands this and can guide you on the services needed to assist your company in complying with validation requirements for your Epicor installation, including business processes as they fit within your business framework.

One of the challenges for businesses under validation requirements is in keeping current with technology. Updates to software require risk analysis and re-validation of software. Epicor introduces technology solutions to simplify not only initial validation but ongoing validation requirements. In particular, the Automation Tool for Epicor (ATE) allows companies to build electronic validation scripts using their own business data and run these unattended with future updates.

Supporting Extended and Global Operations

The market for most medical devices is a global one. Epicor understands the requirements of the global marketplace and can meet the requirements for doing business on a global scale. Whether your business represents a single entity, multiple entities within the same geography, or ranges across multiple countries worldwide, Epicor meets the global requirements for not only doing business locally, but doing business between countries, including meeting classification requirements of the Uniform Code Council (UCC).

Epicor for Medical Devices offers comprehensive multisite capabilities coupled with global presence to meet your company's requirements for local support. Competing globally and domestically—bridging geographic and strategic diversity and eliminating supply chain inefficiencies—can be accomplished with the right technology. The Epicor industry solution streamlines intra- and inter-company processes and helps companies communicate quickly and accurately. Synchronization of complex relationships which determine supply, demand and fulfillment is the means to reaching new, industry-leading levels of business performance. Epicor for Medical Devices can help you achieve maximum efficiencies across your globally extended enterprise.

Robust Technology Framework

Epicor is uniquely positioned with a complete suite of applications based on 100% services architecture protecting your investment in software and services well into the future. Why are web services so important to businesses, particularly in medical devices? Outside of all the reasons organizations look to web services for deployment; speed, stability, reusability, and more; for midsize businesses, the incentive is imminent to drive electronic connection more firmly into their supply chain. Web services are fast becoming a necessity to doing business.

Epicor for Medical Devices is uniquely positioned on this technology today and comes with a suite of web services tools such as Epicor Service Connect, Business Process Management (BPM), and Epicor Mobile Access that make internal and external collaboration a reality. BPM in particular introduces granular control of business processes and can be invoked on any process to; for example, require additional information, validate authorization against login, or automate operational steps to eliminate risk of error.

Supporting your business strategies with applications built on a service-oriented architecture (SOA) keeps the door open for medical device businesses by meeting both the immediate requirement for scalability while supporting an open philosophy in the event your business strategy changes. SOA simplifies the coming together of established infrastructures to make acquisition and merger less painful—attractive to companies looking to acquire.

Flexible Deployment Options

As your business grows and changes, you need a solution that can grow and change with you. As a single solution able to be deployed on premise, hosted, or in the cloud, Epicor Manufacturing provides unprecedented deployment flexibility. For example, if your business has limited IT resources you may opt to initially deploy the solution in a hosted model or in the cloud. As your business changes you may subsequently opt to redeploy Epicor ERP on premise.

Epicor is one of the few vendors to have architected a full multitenant software as a service (SaaS) and on-premise version out of a single product and is the only vendor who has deployed it to customers.¹

Industry Leading Service and Support

Epicor has over 40 years of experience delivering industry focused, world-class solutions, and ongoing customer care and service to over 20,000 customer installations. It is a true global solutions partner with support offices all over the world. The key vehicle that transforms Epicor for Medical Devices into a successful business solution is its Signature Implementation methodology. Epicor delivers among the most cost effective and efficient techniques to plan, design, validate and deploy your Epicor solution. Staffed with direct employees around the globe who are properly trained and equipped with world-class implementation tools, Epicor follows our proven 5-stage Signature Methodology designed specifically around Epicor software and our customers. The end result is an on-time, on-budget implementation of your Epicor solution that allows your company to quickly begin using Epicor for Medical Devices in day-to-day operations. Signature and Epicor for Medical Devices save your company time and money by providing broad functionality at a lower total cost of ownership.

¹ Magic Quadrant for Single-Instance ERP for Product-Centric Companies, Gartner Inc., September 11, 2013

About Epicor

Epicor Software Corporation is a global leader delivering business software solutions to the manufacturing, distribution, retail, and service industries. With more than 40 years of experience, Epicor has more than 20,000 customers in over 150 countries. Epicor solutions enable companies to drive increased efficiency and improve profitability. With a history of innovation, industry expertise and passion for excellence, Epicor inspires customers to build lasting competitive advantage. Epicor provides the single point of accountability that local, regional, and global businesses demand. For more information, visit www.epicor.com.



Contact us for more information on Epicor Products and Services

+1.800.999.6995 info@epicor.com www.epicor.com

Worldwide Headquarters

San Francisco Bay Area
4120 Dublin Boulevard, Suite 300
Dublin, CA 94568 USA
Toll Free: +1.888.448.2636
Direct: +1.925.361.9900
Fax: +1.925.361.9999

Latin America and Caribbean

Blvd. Antonio L. Rodriguez #1882 Int. 104
Plaza Central, Col. Santa Maria
Monterrey, Nuevo Leon, CP 64650
Mexico
Phone: +52.81.1551.7100
Fax: +52.81.1551.7117

Europe, Middle East and Africa

No. 1 The Arena
Downshire Way
Bracknell, Berkshire RG12 1PU
United Kingdom
Phone: +44.1344.468468
Fax: +44.1344.468010

Asia

238A Thomson Road #23-06
Novena Square Tower A
Singapore 307684
Singapore
Phone: +65.6333.8121
Fax: +65.6333.8131

Australia and New Zealand

Level 34
101 Miller Street
North Sydney NSW 2060
Australia
Phone: +61.2.9927.6200
Fax: +61.2.9927.6298