Data World Solutions Limited
Expert in Business Management Solutions

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Epicor

Manufacturing Overview

EPICOR®

Business Inspired™

Epicor can meet your business requirements today and has the flexibility to accommodate unseen opportunities in the future.

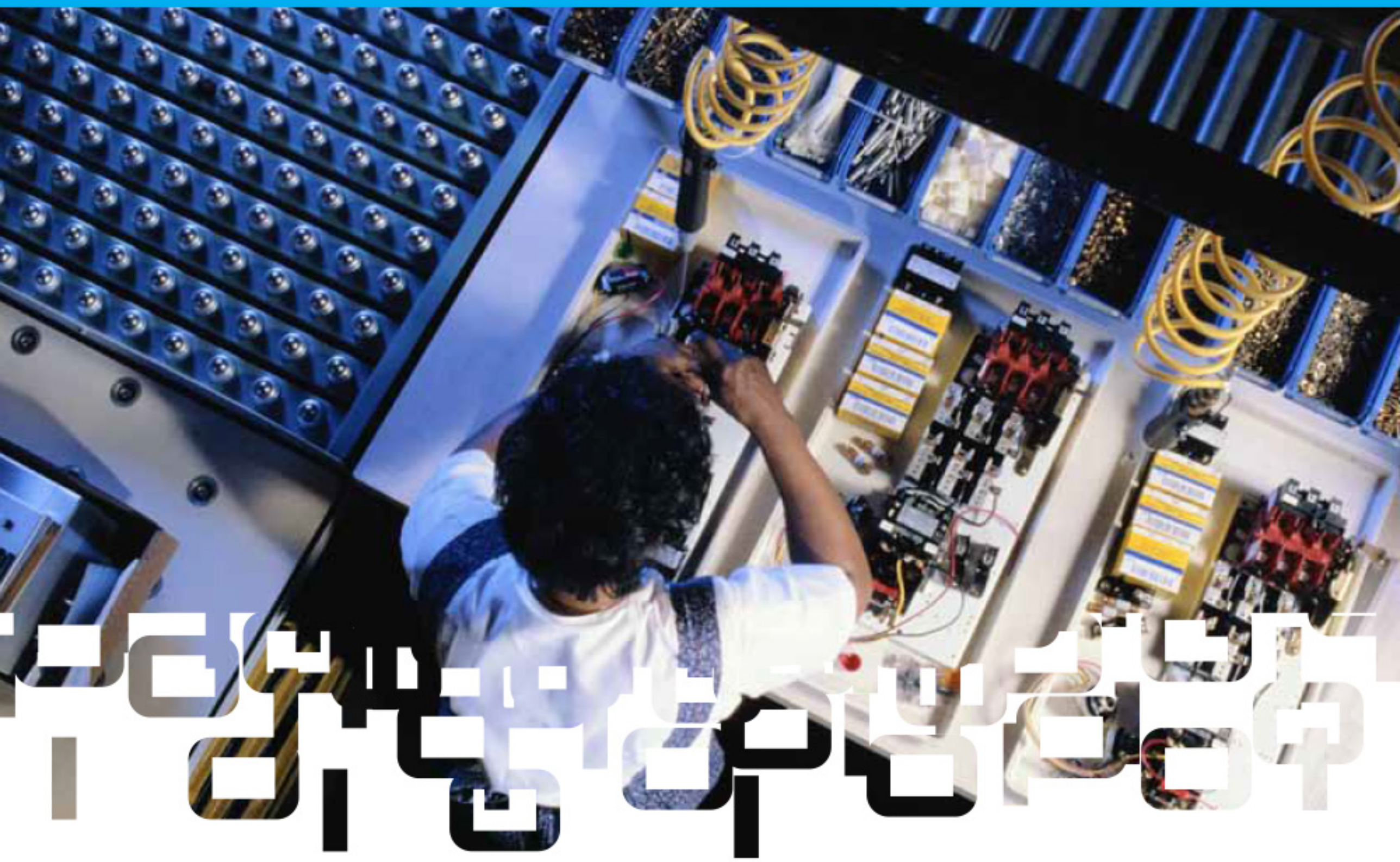
Epicor Manufacturing

An Inspired Solution for Innovative Manufacturers

Epicor understands that you, like manufacturers worldwide, must identify, consider and respond to a new set of challenges and variables each day. Some are due to the extended enterprise and globalization of manufacturing. Some are a result of internal inefficiencies that affect your ability to compete on dimensions such as cost, quality, or response time. Others arise out of the necessity to blend your business processes with those of your customers, suppliers, other plants, warehouses, and distribution channels. There is often no precedent for how to respond to new requirements and market conditions. Communication, collaboration, flexibility, agility, and innovation are the only constants.

Competing globally, bridging geographic boundaries, encouraging strategic diversity, and eliminating supply chain inefficiencies can be accomplished with the technologies to streamline intra- and inter-company processes and 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 Manufacturing can help you achieve maximum efficiencies within the four walls of each manufacturing plant, while providing innovative technology to span across your globally extended enterprise.

Inspired manufacturers
Inspire innovation



Extended Enterprise Solutions

Epicor Manufacturing is a tightly integrated enterprise resource planning (ERP) software solution foridentifying and planning the extended enterprise resources you need to capture, produce, ship, and accountfor customer orders. A distributed, common database provides the ability to access the right information, from the right source, at the right time, empowering all users through the supply chain to make valid, informed decisions. Industry leading technology makes it possible for manufacturers of all sizes, and their trading partners, to derive the benefits of real-time collaboration from Epicor Manufacturing.

Epicor Manufacturing is distinguished by its increasingly broad focus on planning and managing all resources, both within and across location and company boundaries. This expanded scope is most strongly felt in the areas of customer relationship management (CRM), supply chain management (SCM), product lifecycle management (PLM), quality performance management (QPM), and business performance management (BPM) to name only a few. Manufacturers of all sizes have recognized the value of an integrated suite rather than trying to piece disparate solutions together.

Manufacturing Expertise

Epicor Manufacturing is designed to support the various manufacturing processes including discrete, make-to-order (MTO), engineer-to-order (ETO), configure-to-order (CTO), mixed-mode and make-to-stock environments. Epicor continues a 40-year plus tradition of providing industry-leading solutions for rapidly expanding emerging manufacturers alongside mid-sized companies and subsidiaries of large multinationals. Epicor Manufacturing is scalable and modular with rich feature sets; which allow us to support your company's growth with rapid implementation and easy expansion no matter the size and complexity of your manufacturing process. Epicor Manufacturing offers complete flexibility when it comes to deployment. As a manufacturer, you can choose to deploy the solution on premise, hosted or in the cloud.

As a multidimensional solution, Epicor Manufacturing is uniquely positioned to manage the requirements of multiple industries with a single solution, including Industrial Machinery, Automotive, Aerospace and Defense, Medical Device, Electronics and Electrical Equipment, Fabricated Metals, Furniture and Fixtures, Rubber and Plastics, Job Shops, and more. Epicor has experience across many manufacturing industries and has developed solutions to fit the unique requirements for supplying these industries with robust functionality, including:

- Centralized customer relationship management
- Efficient sales and service management
- Rules-based product configuration
- Real-time production management
- End-to-end management of complex multi phase projects
- Quality and compliance management
- Extensive product data management including product lifecycle management (PLM)
- Embedded advanced planning and scheduling (APS)
- Extensive materials management including cradle-to-grave serial and lot control
- Support for lean initiatives
- Comprehensive supply chain management
- Embedded maintenance management
- Improved financial transparency and accountability
- Portals, dashboards, business process management and enterprise search to support business performance management initiatives
- Business anywhere with Epicor Mobile applications
- Solution deployment on premise, hosted or in the cloud

Epicor Manufacturing is a powerful, yet easy to use, manufacturing solution available to manufacturers worldwide. It's fully integrated and loaded with innovative tools to synchronize supply, demand, and fulfillment as a means to reach new, industry-leading levels of business performance.

Supply Chain Performance

Epicor Manufacturing offers a full range of supply chain management and distribution capabilities built within a single business platform. It provides the right tools to efficiently assemble, ship, and deliver so that your customers receive the goods they want, when they want them. It enables manufacturers to truly execute at peak performance.

Lean Initiatives

With increased global competition and customer influence for product flexibility and more frequent orders, businesses are widening the scope and focus of lean principles to focus not only on manufacturing processes, but to encompass all processes that contribute to the bottom line.

Epicor is uniquely positioned with fully integrated modules and features such as customer relationship management, supplier relationship management, work orderless "Kanban" control on the shop floor, lean metrics, enterprise portals, and Epicor *True SOA*™ architecture to drive reduction of waste in internal processes and ultimately enhance profitability.

Flexible Deployment Options

As your business grows and changes, you need a solution that can grow and change with you. Epicor Manufacturing can be deployed on premise, hosted, or in the cloud.

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 Manufacturing 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]

[1]*Magic Quadrant for Single-Instance ERP for Product-Centric Companies, Gartner Inc., June 27, 2012*

Business Anywhere: Global Solutions, Local Expertise

You face intense competition—from booming multinationals to aggressive, nimble smaller companies down the street. Epicor's solutions are tailored to meet the unique needs of companies across a broad range of industries and sectors including manufacturing, distribution, services, retail, and hospitality. We have offices around the world gathering requirements, developing applications, implementing software, and helping companies deploy best practices to compete and comply in their markets.

Epicor provides a consistent, repeatable single-solution approach that integrates your corporate ERP with your divisions and operating locations. The world-class capabilities of Epicor applications enable the local, regional, or centralized deployment of standard processes within a consistent, pervasive security framework. This ensures that operational information produced locally, from forecast to financials, cascades upwards into a single consolidated view of global activities that accurately reflects your organization's performance.

Raising Technology to the Business Level

The Epicor architecture of industry-leading technologies is at the core of Epicor Manufacturing. It is the foundation upon which businesses execute strategies and achieve objectives, operating seamlessly and effectively in the background and enabling highly optimized business productivity.

Epicor has been a consistent leader and innovator for global enterprise resource planning (ERP) solutions built entirely on a true service-oriented architecture (Epicor *True SOA*™). Using this approach, "services" are self-contained pieces of business logic that can be mixed and matched, are platform independent, and can be dynamically located, invoked, and used to configure and reconfigure processes, and improve integration of applications.

Epicor Suite and Module Diagram

Financial Management

- General Ledger
- Accounts Payable
- Accounts Receivable
- Cash Management
- Fixed Asset Management
- Advanced Allocations
- Consolidations and Eliminations
- Tax Connect

Customer Relationship Management

- Contact Management
- Lead and Opportunity Management
- Case Management
- Marketing Management
- Mobile Connect

Sales Management

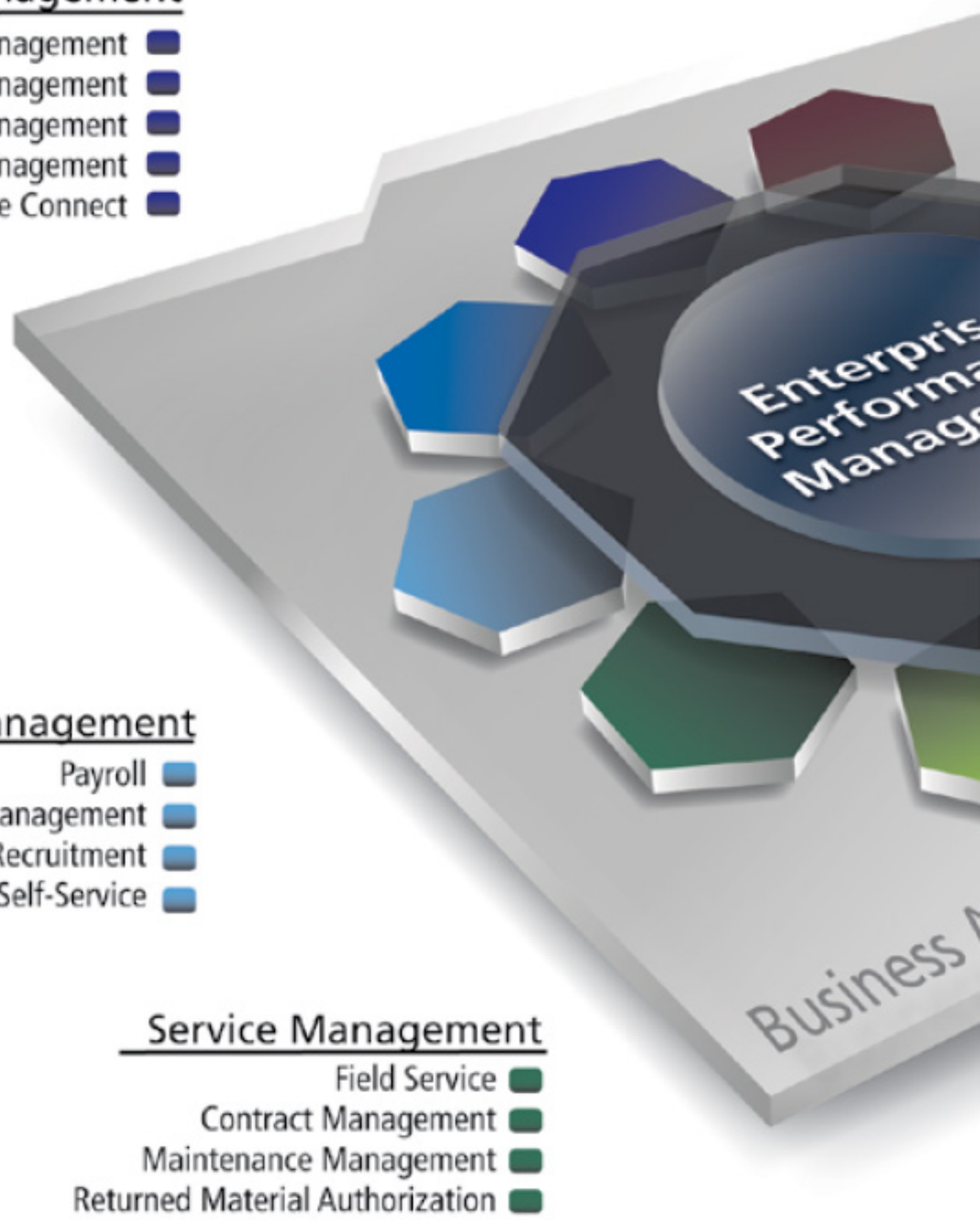
- Estimate and Quote Management
- Order Management
- Demand Management
- Advanced EDI
- Point of Sale
- eCommerce

Human Capital Management

- Payroll
- Human Resource Management
- Training and Recruitment
- Employee Self-Service

Service Management

- Field Service
- Contract Management
- Maintenance Management
- Returned Material Authorization



Enterprise Performance Management

- Advanced Financial Reporting
- Budgeting, Planning, and Forecasting
- Operational Data Store and Data Warehousing
- Scorecards and KPIs
- Trackers and Dashboards

Governance, Risk, and Compliance

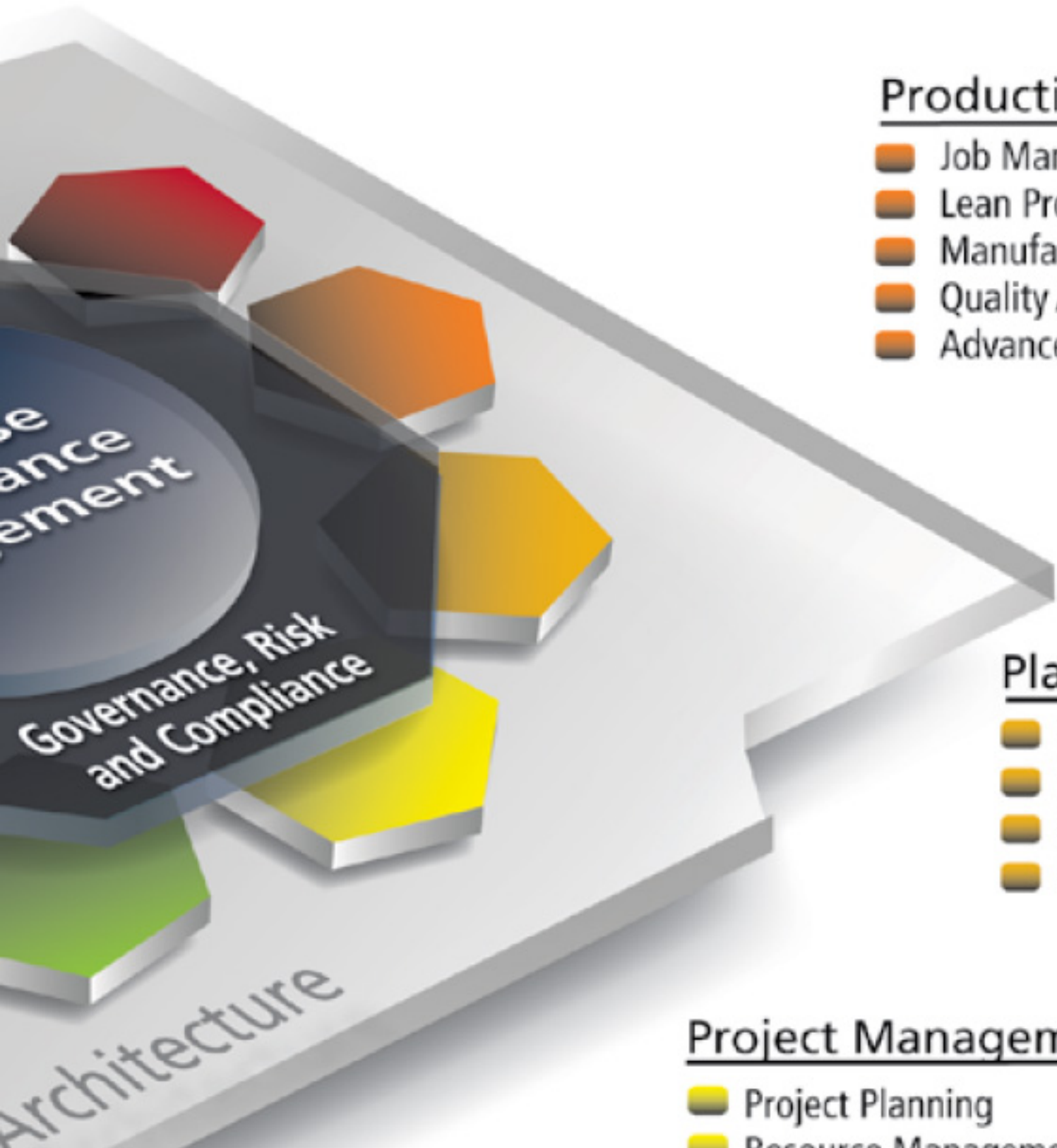
- Risk Management
- Security Management
- Corporate Governance
- Global Trade Compliance
- Environmental and Energy Management

Bus

- S
- M
- W
- C
- S

Supply Chain Management

- Purchase Management
- Sourcing and Procurement
- Inventory Management
- Shipping and Receiving
- Warehouse Management
- Advanced Material Management



Production Management

- Job Management
- Lean Production
- Manufacturing Execution System
- Quality Assurance
- Advanced Quality Management

Planning and Scheduling

- Forecasting and Master Production Scheduling
- Material Requirements Planning
- Scheduling and Resource Management
- Advanced Planning and Scheduling

Project Management

- Project Planning
- Resource Management
- Time Management
- Expense Management
- Project Billing

Product Data Management

- Bill of Materials
- Routings
- Product Costing
- Engineering Change and Revision Control
- Product Lifecycle Management
- Product Configuration

iness Architecture

- ervice-Oriented Architecture
- Microsoft® .NET Framework
- Web Access, Mobile Access, Web Services
- Operating System and Database Independence
- aaS, Hosted, and On-Premise Delivery
- Business Process Management
- Information Worker
- Service Connect
- Portal
- Web 2.0

Global Business Management

- Multicompany Management
- Multicurrency Management
- Global Multisite Management
- Multilingual Data Management
- Master Data Management

Focus on Manufacturers

Epicor Manufacturing is built for enterprising manufacturers, meeting the challenge to be productive with fewer resources. Innovative technologies from Epicor pave the way for today's businesses to break down barriers and streamline business processes while remaining agile for rapid response to customer initiatives.

Whether your business is emerging, mid-sized, or subsidiary of a Global 1000 company, the Epicor comprehensive experience in providing solutions for these businesses, coupled with its focus on key industries of manufacturing, minimizes the risk of adoption for your company.

Designed for People. Built for Change. Ready for Business.

Next-generation enterprise applications are not just built for change, but are designed for people. Social computing, mobile capabilities, rich information, and enterprise Web 2.0 tools are improving the business value for users by improving the user experience.

The Epicor industry-leading technology framework drives Epicor next-generation enterprise applications and melds Epicor *True SOA*™ and Web 2.0 to meet the business requirements of today and offer the flexibility to accommodate unseen opportunities in the future.

The Epicor next-generation applications take businesses to the next level by leveraging innovative consumer Web concepts to deliver an agile, adaptable business resource that ensures maximum business productivity with minimal overhead. A resource that will not only grow and change with your business, but is designed to help you optimize your most important resources.

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.

Epicor Manufacturing Overview

Epicor Software Corporation

Epicor Retail Point of Sale

Data World

Data World Solutions Limited

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EPICOR

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Data World is a leading one-stop IT solutions provider specialized in end-to-end Business Management Solutions from Enterprise Resources Planning (ERP), Human Resource Management (HRM) and Customer Relationship Management (CRM) to IT infrastructure and Network Security.

Enterprise Resources Planning (ERP)
- Accounting and Financials
- Distribution
- Supply Chain Management
- Manufacturing
- Project Management
- Service Management
- Business Intelligence

Human Resource Management (HRM)
- Staff and Employment Management
- Contract Management
- Payroll and MPF
- Leave Management
- Attendance and Roster
- Taxation
- Staff Self-Service

Customer Relationship Management (CRM)
- Contact Management
- Sales Force Automation
- Marketing
- Customer Service and Support
- Case Management
- Help Desk

World-class Solutions – Quality, Design and Technology

We provide world-class business management solutions to enterprises from Multi-national Corporation to Small and Medium Business in the Greater China Region and other countries. Built on advanced technology with industry-specific design, our solutions deliver a reliable and standard yet highly adaptive and cost-effective management platform that enables individual enterprises in different industries to manage and develop their businesses.

Sage 300 ERP (Accpac) | Sage ERP X3 | Sage CRM | ACT!

Epicor ERP | Epicor Enterprise | Epicor iScala

DW-iHR Industry-specific HRMS

Professional Services – Experience and Expertise

With over 30 years of experience and expertise in business management solutions for various industries, our teams of consultants and IT experts provide a comprehensive range of first-class professional services together with our array of enterprise solutions to fit customer-specific business needs in different industries.

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資本雜誌
CAPITAL

(左起)Data World Solutions Limited 董事及總經理麥志輝、遠東塑膠染料(深圳)有限公司董事張盛中、遠東精化有限公司董事總經理張寶擧、遠東精化有限公司企業策略顧問王美恩及 Data World Solutions Limited 業務發展經理郭美陽。

遠東精化有限公司

應用 Epicor ERP 方案 優化生產及製造工序

母公司擁有 50 年歷史的遠東精化，堅守著對品質的嚴格要求以及不斷革新、力求進步的精神，在著色行業內屹立不倒，為世界各地的知名品牌供應優質專業的色母和高效能溶劑染料。隨著業務擴展及品質需求越來越高，遠東精化與時並進，透過 Data World 引入 Epicor ERP 解決方案，優化生產流程，大幅度加強增值能力，持續全面發展公司業務。

撰文 霍倩和 | 攝影 張展銳

遠東精化母公司——遠東塑膠染料行有限公司由擁有豐富塑膠行業經驗的創辦人張應友博士於1963年成立，其後逐步成立其他分公司，包括遠東塑膠染料（深圳）有限公司、海寧遠東化工有限公司、遠東精化有限公司等，並於中國多地成立辦事處。遠東專門生產高效能染料和色母，亦是供應塑膠、化纖、油漆和油墨行業用顏料、染料和添加劑的主要廠商。而張博士憑藉其累積超過五十年的經驗以及對質量的堅持，在市場及行內建立良好的商譽，成為國際知名企業品牌的材料供應商。此外，遠東還創立了自家品牌：花艷®、花螢®、花麗牢®及花牢白®，將獨有的品牌特色發揚光大，為更多用家帶來優質的色彩生活。

遠東精化堅守對品質的嚴格要求，不斷革新，製造出優質的色母及色粉。

多角度批次追蹤 輕鬆掌握各流程

作為著色業的主要港資廠商之一，遠東對產品品質要求嚴格，從原料採購、生產過程以至檢測程序均一絲不苟。隨著時代轉變及進步，對行業的要求及規管日益增加，製作工序的嚴謹度亦隨之而加強。為更有系統及有效率地處理日常業務，遠東精化透過 Data World 引入 Epicor ERP 解決方案。遠東精化有限公司董事總經理張寶學表示：「為確保產品質素，我們從多家國際知名的企業及原料供應商，如巴斯夫、科萊恩、達意高等購入原料，並透過精密的程序和配方設計，製造出適用而又合符安全規格的色粉和色母。而引入 Epicor ERP 能有效地將各原料的特性展現、按批次記錄所接收的原材料、透過批次進行多角度追蹤，以及在流程的各個級別按批次維護詳細的使用信息說明，讓設計配方的專才能精確地選取合用的原料。」

遠東精化位於深圳寶安區的廠房。

遠東精化有限公司企業策略顧問王美恩表示：「由於原有的 ERP 系統已沿用了 10 年，難以應付日漸繁複的數據，故毅然尋找另一個合適而全面的系統，以應付業務發展所需。經過半年時間，考慮系統的規模、前瞻性、穩定、操作模式以及承辦公司的實力和經驗，最終選擇了 Data World 的 Epicor ERP 解決方案。」

客制化設定貼合客戶需要

王美恩續稱：「市面上的 ERP 系統眾多，各具特色，而選擇合適的解決方案才能在業務上達到事半功倍之效。有些系統的商業管理系統很完善，但操作起來不夠流暢，也未必能夠符合著色行業應用。而 Epicor ERP 解決方案則能配合公司業務，操作流暢，提供專業而具客制化介面，我們需要的追蹤功能亦能辦到，故 Epicor ERP 可說是我們的不二之選。在安裝的過程中，Data World 的顧問團隊表現專業，熟知行業趨勢，能給予意

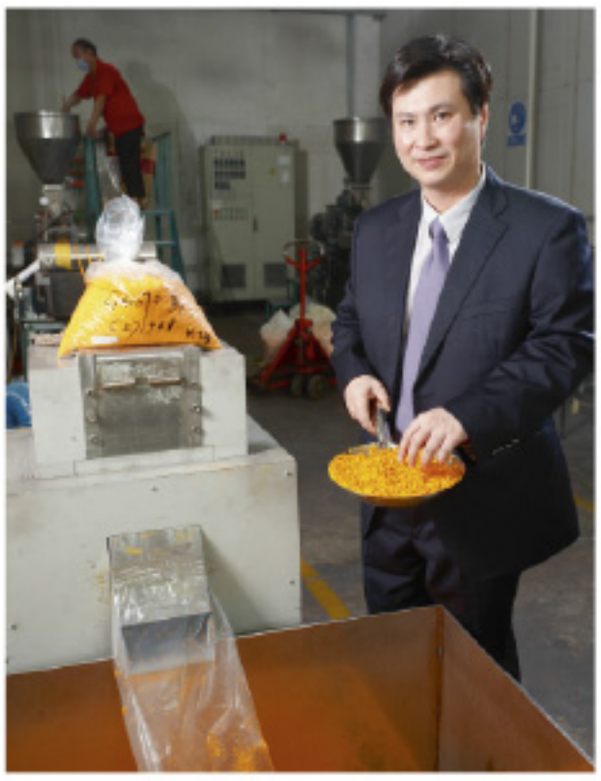
見及解決疑難，這令我們倍感安心，建立了緊密互信的關係。」

對此，Data World Solutions Limited 董事及總經理麥志輝表示：「多年來的經驗，讓我們了解客戶所需，而 Epicor ERP 解決方案設定彈性，能配合不同行業所需。為加強系統功能及滿足客戶需要，我們更會因應需求設計和開發各種合適的報表、表格、分析工具及附加應用程式，務求配合業務的要求，從而提升靈活性。像遠東精化所屬的著色業，每個工序都牽涉不同原料及配方管理，又須符合各國的安全規例，故追蹤作業流程及完善原材料資料庫紀錄對他們來說是最為關心的，Epicor ERP 則能做到這兩點。」

成功上線有賴雙方配合

遠東精化由今年初開始使用 Epicor ERP 解決方案，經過磋商及互相協調後，已運作順利。Data World Solutions Limited 業務發展經理郭美陽表示：「與遠東合作的過程都很順利，準備過程、系統上線時間以及預算等都能按照計劃進行，這全賴我們雙方的緊密合作，擁有共同目標。」張寶學亦表示：「員工現時都能熟練地應用系統，甚至提出改善要求，務求全面優化工序，加強部門與部門之間的合作。而系統運行後，我們可從產品的原材料、採購、生產以至銷售進行成本追蹤及分析，並以儀表板 (Dashboard) 作詳細圖像表顯示。同時能透過系統獲得最新和準確數據分析，協助我們即時制定對策。」

Data World Solutions Limited 董事及總經理麥志輝與 Data World 的專業團隊為客戶提供具彈性而全面的系統解決方案。



遠東精化有限公司董事總經理張寶學表示：「我們訂立了長遠計劃，秉承著集團理念，抱著『以客為本』的原則發展公司業務，全方位發展包括設立檢測中心，與國外公司合作，將本地配色技術發揚光大等。」

遠東塑膠染料（深圳）有限公司董事張盛中展示自家品牌花艷® 高效能溶劑染料所生產的色母粒，顏色鮮艷奪目，用途廣泛，廣受客戶歡迎。

麥志輝表示：「我們透過簽署實施方法，協助客戶監督及檢測計劃內每一階段，由應用環境分析、安裝配置、系統整合到後期的數據轉換，促進項目實施速度及減少部署時間。同時，我們為客戶提供不同類型的培訓及指導服務，讓他們儘快了解及掌握系統及工作流程的變化。」

遠東精化現時正積極發展，除了正在擴建深圳遠東和海寧遠東廠房外，也已於深圳遠東自設 CNAS 檢測中心以確保產品質素。張寶學表示：「我們訂立了長遠計劃，秉承著集團理念，抱著『以客為本』的原則發展公司業務，全方位發展包括設立檢測中心，與國外公司合作，將本地配色技術發揚光大等。」首階段 Epicor 解決方案用於香港總公司及深圳廠房，張寶學稱：「由於深圳廠房與海寧廠房的業務類型不同，現階段系統只試行於深圳公司，但我們有意按部就班，逐步實行，將系統也應用於海寧遠東，以配合業務發展。」 【C】

Data World 夥拍 Epicor 提供一站式企業方案服務

全球五大 ERP 軟件供應商之一的 Epicor，面向製造、分銷、零售和服務等多個行業。處於服務終端市場領導地位。 Epicor 為遍佈於 150 多個國家及地區的 33,000 家客戶提供服務。而作為中港最富經驗及最具規模的 Epicor ERP 供應商，Data World Solutions Limited 成立於 1983 年，擁有超過 30 年的業務管理解決方案經驗，早於 2000 年已與 Epicor 合作，致力提供專業的企業方案服務；更設有獨立的 Epicor 團隊及開發隊伍，提供諮詢分析、企業流程重組、方案實施、培訓課程、方案客戶化、專業系統支援、IT 外判服務等，適合各行各業的需求。(查詢熱線：2187 2000)

全球中端ERP市場領導者

EPICOR

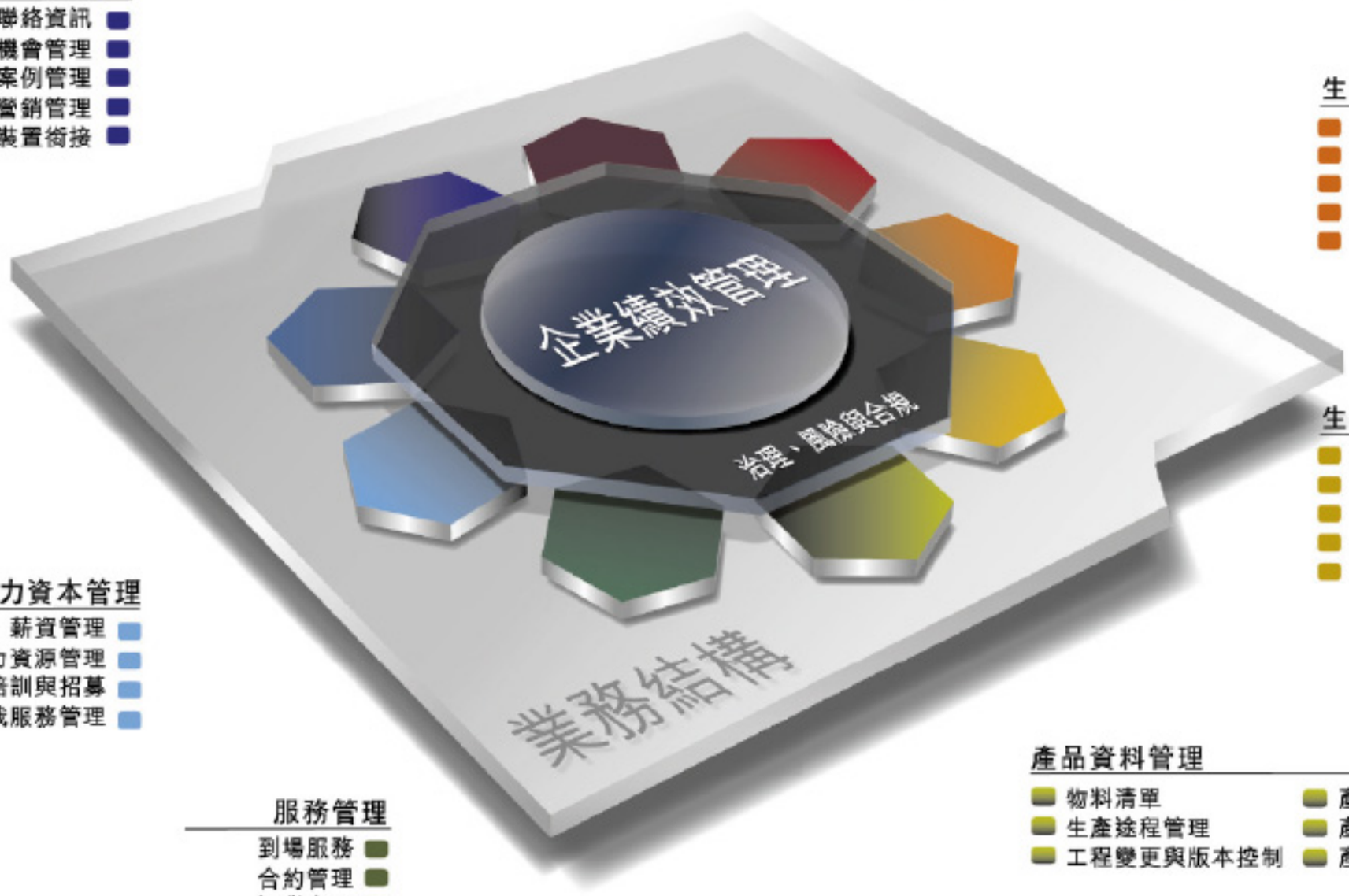
EPICOR ERP專為制造業提供高效的企業資源管理解決方案

財務管理
- 總帳會計
- 應付帳款
- 應收帳款
- 現金管理
- 固定資產管理
- 合併和冲銷
- 多幣別管理
- 稅務銜街

供應鏈管理
- 採購管理
- 貨源管理
- 庫存管理
- 出貨與收貨
- 倉儲管理
- 進階物料管理

客户關係管理
- 聯絡資訊
- 銷售機會管理
- 案例管理
- 市場營銷管理
- 行動裝置銜接

生產管理
- 工單管理
- 精實生產
- 製造執行系統
- 品質保証
- 進階品質管理



銷售管理
- 預估與報價管理
- 訂單管理
- 需求管理
- 進階電子數據交換
- 網絡門市管理

生產計劃與排程
- 專案管理
- 預測與主排程管理
- 物料需求規劃
- 排程和資源管理
- 先進排程系統

人力資本管理
- 薪資管理
- 人力資源管理
- 培訓與招募
- 員工自我服務管理

產品資料管理
- 物料清單
- 生產途程管理
- 工程變更與版本控制
- 產品成本計算
- 產品生命週期管理
- 產品組態管理

服務管理
- 到場服務
- 合約管理
- 退貨處理

企業績效管理
- 管理報表工具
- 預算編制、規劃和預測
- 營運資料備份與資料倉儲
- 計分卡和關鍵績效指標
- 績效追蹤與數位儀表板

治理、風險與合規
- 風險管理
- 安全管理
- 公司治理
- 全球貿易法規符合
- 環境和能源管理

企業系統架構
- 服務導向架構 (SOA)
- 微軟® .NET Framework
- Web Services
- 作業系統與資料庫獨立
- SaaS，托管，依契約交付
- 業務流程管理
- InformationWorker
- 服務銜接管理
- 企業入口系統
- Web 2.0

全球業務管理
- 多公司營運管理
- 全球複合貨運據點管理
- 多語系資料管理
- 系統主資料管理

Epicor Software Corporation

Epicor 是一家全球領先的商業軟件開發商，現時為全球第五大 ERP 軟件供應商，更是中端市場管理軟件的領導者。Epicor 面向製造、分銷、零售和服務等多個行業，服務於中端市場和全球 1,000 家企業及旗下各地的業務分支，擁有近 40 年的經驗，為遍佈於 150 多個國家及地區的 33,000 家客戶提供服務，過去一年總收入近 10 億美元。

Epicor 企業資源規劃方案(ERP)涵蓋多個範疇，例如銷售點管理(POS)、供應鏈管理 (SCM)以及人力資本管理 (HCM)等，能夠幫助企業提高效率並提升盈利。Epicor 以技術創新的光榮歷史，行業專業知識以及追求卓越的熱情，激勵企業構建持久的競爭優勢。Epicor 利用單點責任制為當地企業、地區性企業和全球性企業提供全方位的服務。公司全球總部位於加利福尼亞洲，分支機構遍佈全球。

Data World Solutions Limited

Data World Solutions Limited(達訊顧問有限公司)成立於 1983 年，自 2000 年成為 EPICOR 供應商，是中港最富經驗及最具規模的 EPICOR 企業合作夥伴，並多次榮獲 EPICOR「亞洲區最佳合作夥伴 (Partner of the Year)」及「亞洲區最佳銷售」獎項。

Data World 引進了先進的技術，結合現代管理概念和嶄新科技，為各行業提供不同範疇的企業管理方案，包括：會計及財務管理、企業資源規劃 (ERP)、客戶關係管理 (CRM)、人力資源管理 (HRM)、生產製造管理 (MRP)、供應鏈管理 (SCM)、分銷管理、倉庫管理、電子商務、企業智能(BI)、IT 基礎設施及網絡安全等，協助客戶提升企業整體效率及生產力。

Data World 擁有超過 30 年的業務管理解決方案經驗，除了為各行業提供特定的企業解決方案外，我們的顧問團隊和 IT 專家更為客戶提供了廣泛的優質專業服務，包括企業流程分析及諮詢、企業流程重組、方案實施、培訓課程、方案客戶化、專業系統支援、IT 外判服務等，適合各行各業的需求。

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資本雜誌
CAPITAL

亨利美爾敦
EPICOR提升整體營運
加快數據管理

（左排-上至下）Data World Solutions Limited董事及總經理－麥志輝；EPICOR香港、南中國及台灣高級區域總監鄧永泉及亨利美爾敦有限公司董事張顯信
（右排-上至下）Data World Solutions Limited業務拓展經理郭美鍚及亨利美爾敦有限公司總經理葉慧敏

張顯信從七十年代至今一直領導亨利美爾敦有限公司，多年來的經營宗旨都以信任和真誠待人，面對近年玩具業的嚴峻環境：工人工資飆升，成本上漲，行內競爭熾熱，產品價格又要維持競爭力。他認為：「以前國內低工資的優勢不再，面前的挑戰是怎樣改善生產效率，將管理工序系統化自動化，讓管理層可以有效指揮不同生產部門，再不用為尋找不同數據而煩惱，所以我們選擇利用EPICOR ERP管理系統代勞，以提升業務營運效率及財務管理。」

撰文 Patty | 攝影 張展銳

各代表均表示在新軟件上線的時間，必需有賴各方的配合，才可使軟件成功上線。

亨利美爾敦於1962年在香港成立，是一家生產玩具及贈品加工的製造商。與很多港資製造商一樣，於上世紀八十年代由香港進駐內地，先後進駐廣東省太平、石龍及現在的東莞，逾220萬平方呎的廠房均由自己設計。亨利美爾敦全面照顧工人的工作環境安全和心理健康，廠內除了有宿舍、食堂，還設有醫療中心及心理輔導室。同時，亨利美爾敦深信身為企業應該負起社會責任保護環境，所以廠內亦推行全面能源節約，擁有自己的污水處理系統等等。張顯信表示：「我希望顧客看見我們出產的玩具時，還看見亨利美爾敦這些經營背後的核心價值。」

抓緊時機 改善工作效率

一直以玩具產品安全見稱的亨利美爾敦，已享譽歐美市場。近年，除了以過千萬投資建立品質實驗室之外，更優化企業管理系統，目的是希望利用EPICOR ERP提升整體營運，及加快報價時間。

「有很多與我一起打拼的伙伴，無論對廠內運作、生產過程等都瞭如指掌，只是所利用的電腦管理軟件實在過時，未能跟上現在的管理步伐，例如生產資料和重要指標數字不連貫，無法提供即時數據協助、修正或管理分析。加上我們正在培養第二代接班人，倘若能由他們這批新一代接手管理整個業務，引入新的電腦軟件作為其第一步的考驗最為適合，所以我決定抓緊時機，使用EPICOR ERP企業管理系統。」張顯信坦言對EPICOR這間美國公司的軟件非常有信心，更知道EPICOR客戶均是行內的成功企業。另外，他欣賞Data World Solutions Limited提供完善諮詢及培訓服務，更對EPICOR ERP能提供即時數據，深感滿意。

1984年在美國上市的EPICOR，主打為中型企業市場提供ERP企業管理軟件，奠定在同業中的領導地位，專注服務對象分別有製造、分銷、酒店及零售等行業。據EPICOR香港、南中國及台灣高級區域總監鄧永泉引述資料表示：「我們成為中型企業ERP軟件的龍頭，是憑著專注行業發展，看準市場需要及明白營運者對軟件的要求，如上線時期短，無需額外支出及可以因應其業務的性質作出快速調校等，為企業提供如度身訂造的系統。」

亨利美爾敦逾220萬平方呎的廠房均由亨利美爾董事張顯信一手設計

亨利美爾敦總經理葉慧敏表示EPICOR ERP能協助管理數據及有效提供即時報價。

從管理到銷售報價 需要即時數據

說起選擇EPICOR的由來，亨利美爾敦總經理葉慧敏回憶當初尋找軟件時的經過：「當初發現舊的管理系統出現各種不敷應用的情況，因此我們在內地及香港接觸共六間不同的電腦軟件公司來作軟件介紹，可惜他們只提供有限的企業管理軟件，沒有一套完善管理生產製作的軟件，直至我們遇到EPICOR。」經過嚴格的篩選後，亨利美爾敦最後挑選了EPICOR。

葉慧敏表示：「選擇EPICOR是有四大原因，首先，EPICOR ERP可以協助快速報價及計算成本，解決我們現有的問題；其次是它的生產計劃系統（Advanced Production Scheduling & Dashboard），以及能配合生產製作流程的MOM（Method of Manufacturing）系統和可以建立生產數據的車間管理系統MES（Manufacturing Executive System），都是我們選擇的關鍵。

她續道：「以往為客戶報價時，不單要翻查採購資料，還要計算製作成本，才可以向客戶提供價錢。整個過程不但拖慢報價時間，而且接了生意後，有時會發現採購的資料已過時，隨時變成蝕本生意，因此感到非常煩惱。我一直想，為何沒有一個軟件可以一按掣便知道用料的供應，又可以掌握足夠的生產數據計算製作成本呢？經認識EPICOR ERP後，才知道我們日後可透過EPICOR ERP系統輕鬆管理數據，並有效地處理物料分配。」

引入EPICOR商業管理系統的Data World Solutions Limited於1983年在香港扎根，一直致力為客戶引入最全面的解決方案。董事及總經理麥志輝憶述為亨利美爾敦推薦EPICOR時道：「我們介紹軟件時，透過舉辦研討會與不同廠商作交流，細心聆聽他們的需要。像亨利美爾敦的個案，我們在售前會派代表接觸廠內不同部門，了解運作實況，才推薦EPICOR。」

正如EPICOR 的鄧永泉的經驗之談：「EPICOR完全明白廠商所面對的困境，他們想知道訂單當中來貨價格或定價所帶來的利潤等資料都十分困難，問題就是因為當中欠缺的是高透明度的管理。因此，EPICOR了解客戶的行業需要，將以往每天翻查無數次才得來的材料存量、成份證明書及來貨供應商等資料，透過同一個視窗，將所有資料清楚地展示出來，讓客戶一目了然。現在，客人再不需要數天才取得報價，而是在致電問價的一刻已經得到即時並準確的答案，這才是現今商業社會的營商之道。」

提升管理效率 改善問題核心

「現今的商業競爭劇烈，儘管我們有工作了二三十年經驗豐富的忠心員工，但對於公司銳意提高效率，實在是義不容辭。以往要清楚各生產流程及進度，都必須利用人手紀錄，缺乏數據支持，如每天要製作各種報表，不但花費大量人手，所需的時間亦很長。現在，EPICOR生產製作流程系統MOM的功能，能記錄所有相關的物料清單及生產流程。」因此，葉慧敏決定利用EPICOR ERP，提升員工效率、加強管理透明度及提升整體營運效益。從此以後，管理層隨時可處理前線的生產及作出修正。

「一個企業管理軟件的成敗，往往取決於選擇是否適當。世上沒有最好的軟件，只有最適合的軟件。」鄧永泉分享道：「在新軟件上線的時間，必須靠員工的配合，因為新舊交替時，工作量大及培訓時間長，需要員工忍耐共同渡過，有些企業管理層，甚至會因此推行獎勵制度，推動員工參與，往往事半功倍。」

Data World的麥志輝亦語重心長地說：「要讓員工掌握及投入培訓，亦需從理解員工的工作模式入手，使軟件適合不同階層，同時，亦要照顧對軟件理解及應用能力較弱的員工，讓他們明白軟件的運作。Data World 更非常看重售前的諮詢及售後的實施和培訓支援，務求讓用家享用一個簡單易用，卻又全方位的解決方案。」【C】

鄧永泉指出EPICOR專注行業的發展，不但使他們深入了解企業面對的挑戰，而且更讓產品及服務切合客戶需要。

EPICOR Software Co. Ltd.

EPICOR是全球主要ERP軟件供應商之一，專注發展製造、分銷、酒店及零售等行業，並為超過150個國家及20,000位客戶提供整合型企業資源規劃（ERP）、客戶關係管理（CRM）、供應鏈管理（SCM）以及企業零售軟件解決方案。去年，EPICOR更榮獲美國Gartner Magic Quadrant評選為在「中端市場及Tier 2 — Oriented ERP」中具有遠見的供應商及Aberdeen Group選出為提供「最低平均項目擁有總成本（TCO）」的ERP供應商。EPICOR 總部位於加州爾灣市，並在全球各地設有辦事處和分支機構。同時，提供了超過30種語言的解決方案。通過採用創新型服務導向型架構（SOA）和網絡服務技術。

EPICOR在中國迅速擴展

EPICOR這兩年在中國急速響起，這些全因EPICOR Software（North Asia）Ltd香港、南中國及台灣區域總監鄧永泉先生獨具慧眼，瞭解中國的ERP市場很大，需求增長速度也快，故極力開發中國市場。鄧先生又認為，目前最重要的是做好本地化工作。他並訂下中端市場為目標，因這些市場較容易切入，並希望能在這市場達到1億人民幣以上的銷售目標。

被問到EPICOR比起其他競爭對手有何優勢，鄧永泉認為EPICOR的產品更專業，特別是在生產過程及現場管理等方面，適合多品種生產工業。

Data World | Data World Solutions Limited
Expert in Business Management Solutions

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