

A woman with long brown hair, wearing a white shirt and blue overalls, is smiling and holding a mobile payment device (a smartphone with a card reader) towards a customer's hand. The background is a nursery filled with various plants and flowers, including pink petunias in the foreground.

How Mobile Tools are Benefiting Lawn and Garden Retailers

Mobile access helps lawn and garden retailers provide smarter, faster, and better service

What's Inside

- The Mobile Access Advantage 3
- Give Customers What They Want—Instantly 4
- Make Faster, On-The-Fly Business Decisions 5
- Enhance Productivity With the Right Tools 6
- Your Business—in the Palm of Your Hand 7
- Epicor Eagle N Series 8
- Eagle N Series Mobile Modules 9



The Mobile Access Advantage

Plant. Nurture. Grow

It's no secret that mobile devices have become integral to our working and personal lives. Mobile devices increasingly enable businesses like yours to operate more efficiently and grow faster than ever before.

As mobile devices have become more commonplace, many lawn and garden retailers are seeing rising expectations among their customers for faster and better service with more ways to access information and more channels to purchase products.

To meet these expectations, retailers need to ensure that their employees can access their business system instantly to provide the inventory, pricing, and ordering information—and stellar service—their customers expect.

Mobile access to your retail management system

Having a retail management system that provides you with mobile access can help you meet these challenges. In this eBook, we'll look at the different ways mobile access can help you deliver the best possible service to your customers, improve operational efficiencies, and enable your employees to work smarter and faster.

Research shows that 58% of consumers find that mobile-equipped retail staffers enhance their in-store experiences.

Source: mobilebusinessinsights.com: Employee mobile retail apps: The best gift that retailers can give this holiday season by Alisa Maclin, November 10, 2017



Learn how mobile applications have helped American Home and Garden reach their goals



Give Customers What They Want—Instantly

Creating an experiential and informational garden center with price and stocking information available in an instant.

Customer service is the key differentiator for retailers everywhere. Giving your customers accurate information on demand and quickly responding to their needs is essential.

When employees have secure, up-to-the-minute stock and pricing information available on their mobile devices, they can serve your customers quickly and efficiently—without having to abandon customers to go find information.

Mobile-enabled stores are converting 68% of out-of-stock incidents into potential home-delivery sales. Both retailers and shoppers come out winners with mobile.

Source: *mobilebusinessinsights.com: 3 Ideas to Jumpstart Your Retail Mobile Strategy* by Alisa Maclin, March 17, 2017.

Faster, more convenient checkout options

With premier mobile point of sale (POS) functionality, your employees will be able to create and complete transactions using a Windows® tablet with a WiFi or mobile wireless connection, as well as look up inventory, customer, and loyalty program information.

With more satisfied customers and fewer abandoned baskets, you'll enjoy greater revenues and shopper loyalty.

84% of retailers will use mobile POS by 2020

Source: *Boston Retail Partners' 2017 POS/Customer Engagement S*



Learn how BURNCO Landscape Center improves customer service every day



Make Faster, On-The-Fly Business Decisions

As the pace of business accelerates, making decisions more quickly often means the difference between winning and losing additional sales. Retailers who can access their data throughout the day—whether in the store or out in the field—have a competitive advantage.

Track the health of your business from your mobile device

Mobile functionality integrated with your POS or retail business management system allows you to receive automated alerts on your mobile device when anything out of the ordinary occurs—helping you stop problems before they start.

Access key metrics

Key metrics such as gross profit (GP) and receivables are no longer data points reviewed at the end of the day. Mobile helps you keep your finger on the pulse of your business and tracking GP and sales data—wherever you are, whenever you want.

“Epicor Eagle® Mobile Manager empowers our business to have the information that we need, even before we know we need it.”

—Ron Cox, Owner | Ace Hardware of Appleton



Enhance Productivity With the Right Tools

Do you have your employees running in circles between a workstation, store aisles, loading dock, and storage room?

Mobile access enables your employees to stop running and start finding answers faster. With the right mobile modules integrated into your retail business management system, receiving, printing labels, and cycle counting require a lot less running around. That means that your employees will have more time to devote to customer service and building a loyal customer base.

89% of retailers will offer mobile solutions for associates by 2020.

Source: Boston Retail Partners' 2017 POS/Customer Engagement Survey.



Read how American Home and Garden moves their business forward with mobile access





Your Business—in the Palm of Your Hand

In this eBook, you've seen that the right mobile access to your retail business management system can empower your lawn and garden retail business to:

- ▶ Differentiate yourself with customer service
- ▶ Improve operational efficiency
- ▶ Make better decisions—faster

Read on to learn how Epicor solutions can lead to mobile excellence.

“Every decision we make is somehow tied to information from the Eagle system, which enables us to make smarter decisions. We can be proactive instead of reactive.”

—Jessica Bettencourt, President | Klem's Tractor, Inc.

Epicor Eagle N Series

In today's retail environment, finding ways to outservice the competition—to exceed customer expectations in every phase of your business—is difficult without mobile access.

Epicor Eagle N Series® software helps lawn and garden businesses deliver the mobile access you need to run an efficient business and deliver exceptional customer service.

Whatever stage of growth your business is in, the Eagle system's mobile functionality is built to fit the way you work, increase productivity, improve control, simplify your processes, and allow you to access the up-to-the-minute information you need to grow to the next level and beyond.

Focus on your business and drive superior customer service, while your technology works with you seamlessly.





Eagle N Series Mobile Modules

Eagle Mobile+

The Epicor Eagle Mobile+ application allows your employees to perform inventory management, receiving, physical inventory, location management, and label printing from a single application accessible on a mobile device.

Mobile POS

Serve your customers wherever they are. Designed to work on a tablet, your employees will be able to create transactions and accept payments. Your business will enjoy faster checkouts while your customers will love the agility and flexibility to pay wherever they are within your store.

Mobile Manager

Epicor Eagle Mobile Manager enables business owners and managers to monitor sales in real time—giving them the ability to respond quickly to developing issues and keep tabs on the health of their business.

Mobile Lookup

Eagle Mobile Lookup can be downloaded from popular app marts on iOS® and Android™ smartphones and tablets. Any employee you authorize can run the app.


“Our Eagle system makes us faster, more nimble, and more efficient. Eagle enables us to deliver the level of service our customers have grown to expect.”

—Michael Bracken, Co-President | Nicholson-Hardie

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 Explore the Virtual Tour

About Epicor

Epicor Software Corporation drives business growth. We provide flexible, industry-specific software designed to fit the precise needs of our manufacturing, distribution, retail, and service industry customers. More than 45 years of experience with our customers' unique business processes and operational requirements are built into every solution in the cloud or on premises. With this deep understanding of your industry, Epicor solutions dramatically improve performance and profitability while easing complexity so you can focus on growth. For more information, [connect with Epicor](#) or visit www.epicor.com.



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