

WeChat Accelerator for EPICOR ERP

Communicate Supply Chain Insights beyond your own organization

Emails in China are not working. Connect with your channel partners and customers where they are.

Utilizing your WeChat service account to communicate reorder messages, delivery notifications and new product insights via a single channel to better engage with partners and key account customers.

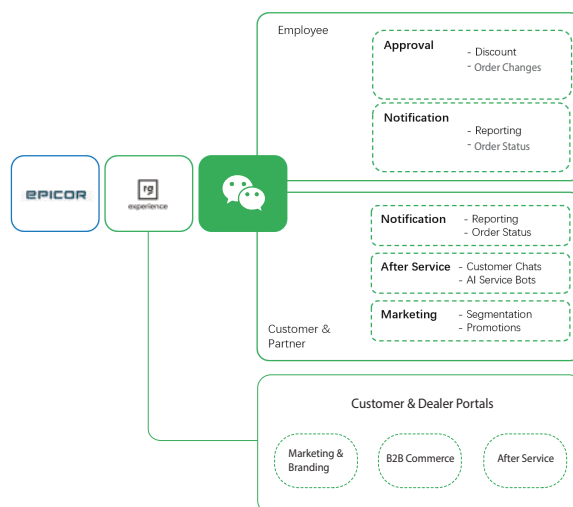
Utilize EPICOR Workflows for WeChat

RG.Experience offering is connecting EPICORs Gartner Leading ERP to WeChat the key communication Channel in China allowing to extend communication with your customers sharing critical SCM updates or new product releases directly from EPICOR into their social app. As emails are not actively used in China Epicor can now with the RG.Experience Accelerator offer WeChat Updates as well as part of their OOB Workflow Engine.

From Service Messaging to a Customer & Dealer Portal we are connecting your teams closer to your partners & customers allowing a higher transparency.

EPICOR WeChat Connector

- ✓ **Connect** EPICOR ERP Workflows directly to WeChat not only mails
- ✓ **> 20 Service** Templates OOB available
- ✓ **Manage Communication** preference & customer roles directly in EPICOR
- ✓ **Single Channel** for all Company Messaging in China & Asia



Streamline
Internal Operations

Real Time
Customer Communication



1.33 billion Monthly
Active Users

Everybody in China and most people in Asia have Wechat and its THE communication tool for privately & business communication

65.5 minutes Avg. Time
in WeChat per day

Response times in Wechat are 10x faster than for emails.

241 million Registered
Service Accounts

Companies who don't have a service account don't exist for Chinese Consumers & Partners

Localize your communication with our Wechat Connectors

RG.Experience WeChat accelerator is a modular solution allowing you to utilize and scale to the functionality you need:



SCM-Service Messages

Update your employees, customers & channel partners real-time about SCM information from shipping order confirmations.

- Upsell & Reorder Notifications
- SCM Notification Updates in Wechat
- Decision & Approval Links (Advanced)



After Service

Direct engagement with your audience in WeChat with BOT or Customer Service. Regularly update content to keep users informed and interested.

- Service Updates
- Decision & Approval Links (Advanced)



Marketing & Promotions

Make sure your marketing content reaches the right people to reach a wider audience. AI-powered chatbots can be implanted to provide instant responses to customer inquiries, improving efficiency and enhancing user experience.

- WeChat Promotions & Service Messages in one timeline
- Customer Segmentation & more targeted Messaging



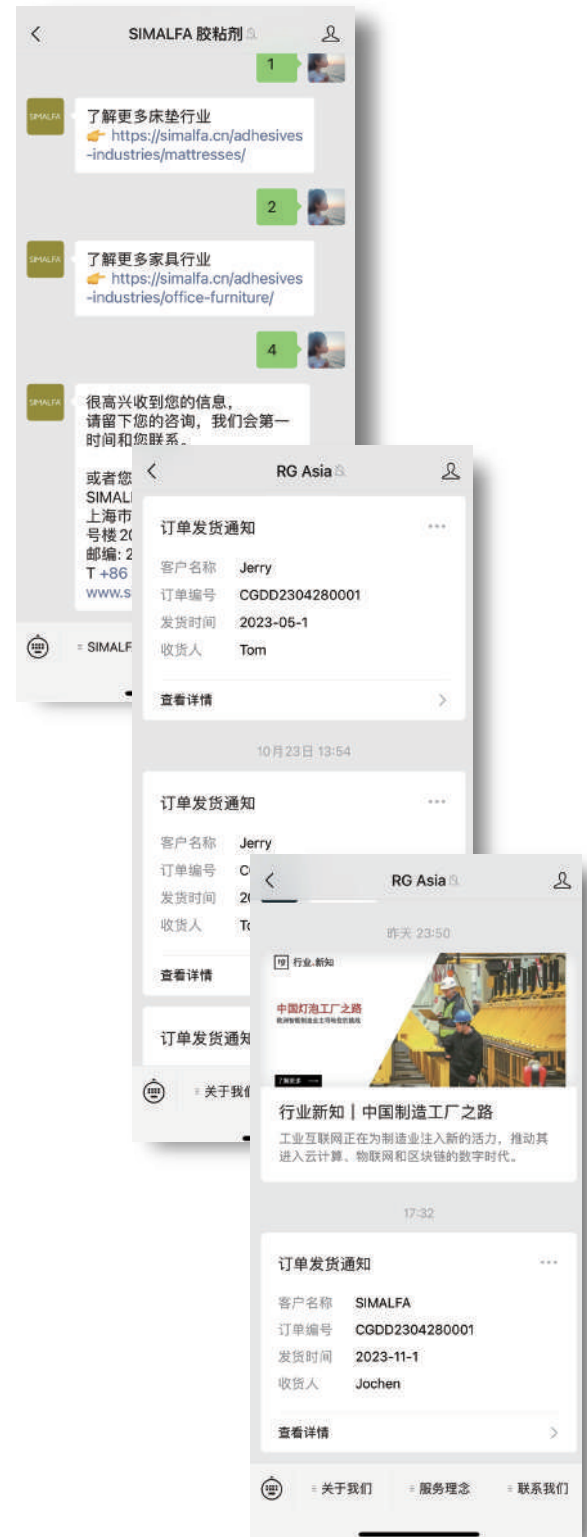
Dealer & Key Account Portals

Provide Customers and Dealers a self service portal providing them access to Sales history, allow restocking and updating company information in a portal connected directly to your ERP & CRM



Integration with Third-party Services

Your ERP is the core application for supply chain and customer communication but add on applications like Marketing, Sales & others help your channel partners to get 360 degree view.





RG.Experience | Strategy – Process – Tool and beyond

The RG.Experience team is Epicor's leading partner in Asia and has a broad reference list of successful implementations in China, Asia. We are supporting our clients to build sustainable initiatives not short-term implementation projects.

Epicor | Make – Move – Sell

The Kinetic platform promotes efficiency as it helps our customers to both use and enhance Epicor applications at a business level, rather than a technology level. Business process optimization can benefit from our Epicor BPM and Epicor Functions solutions, such as technology Kinetic RESTful service APIs to extend to other applications in an upgrade-resilient and secure way.

“

Epicor ERP [Kinetic] literally ties our company together—from beginning, to end, and all the way to shipping product to customers in a timely manner. Connecting to WeChat in China allows us to extend this to our business partners & customers.

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About RG.Experience

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Contact us

<https://rg-experience.com/>



About EPICOR

Epicor is one of the leading ERP technologies for small and medium business. For over 50 years, it goes deep in functions and capabilities and give its customers the best solutions fit their needs.

Contact us

<https://www.epicor.com/en-us/>