



EPICOR SOFTWARE CORPORATION

## Epicor Senior Living Solution

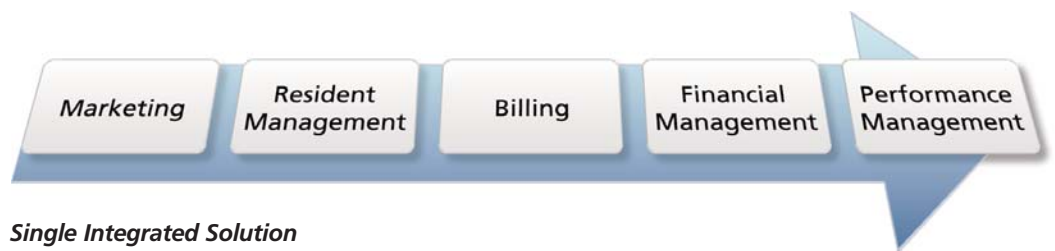
With today's business environment, senior care and living facility operators must be more efficient than ever to provide high quality services while maintaining profitability. The Epicor Senior Living Solution (SLS) has been specifically designed for operators of Independent Living, Assisted Living, and Continuing Care Retirement Communities (CCRCs).

Epicor SLS provides operators with tools to assist in the day-to-day management of their facilities, deliver exceptional service to residents, and improve the bottom line. The solution provides the functionality for managing the marketing, administrative, resident management, and financial aspects of senior care and living organizations in an integrated software solution.

## Specifically for Senior Care and Living Organizations

Key features and capabilities of Epicor SLS include:

- Combines key process functionality in a single integrated software system
- Supports the sales process from inquiry to move in
- Maintains detailed resident information, assessments, and service plans
- Flexible, user-definable billing capabilities
- Advanced functionality for accounting, financial management, and analysis
- Extensive standard reports and advanced performance management tools
- Scales to support single facility to large multisite/facility operator needs
- Simplifies business processes and data management
- Centralized database for all facilities and communities



### Marketing

Turn leads into residents with Epicor SLS. The Marketing module supports your efforts in keeping your facility or communities at full occupancy. The module provides the necessary functionality to effectively manage the sales process and related information.

- Record prospective residents' contact information, interests, and preferences
- Track leads, referrals, and sales activities
- Manage accommodation waitlists
- Generate prospect letters with mail merge capabilities
- Integrated with Microsoft® Office Outlook® Calendar

## Resident Management

Epicor SLS provides the functionality necessary to manage residents from move in through departure. Users can store key resident information such as demographics, health, and interests. They can also develop resident-specific service plans, track details around visits, activities, and incidents, and manage accommodations.

- Store, view, and print resident profile information
- Resident service plan drives billing level
- User-definable fields allow for customer specific data
- Track and summarize incidents of any type

## Billing

The sophisticated functionality accommodates the different billing requirements of Independent Living, Assisted Living, and Continuing Care Retirement Communities. The system supports billing for rent, service levels, contract type, ad hoc services, supplies, and other charges.

- User-definable fee structures
- Supports multiple payer scenarios
- Globally update fees based on percentage, fixed dollar value, or set rates
- Track and reconcile payments

## Financial Management

The Financial Management modules provide the backbone of Epicor SLS. The advanced functionality meets the straight forward requirements of a local independent operator as well as the complex multicompany, multicurrency requirements of a large global organization. Epicor's Financial Management modules provide comprehensive functionality for managing all the operational and financial aspects of a senior care and living organization.

- Manage key accounting processes such as journal entries, accounts receivable, and accounts payable
- Accurately manage cash flow and budgets
- Consolidated statements for regulatory, auditing, and reporting provide a unified financial view
- Accounting controls and system security help ensure the integrity of financial data

## Performance Management

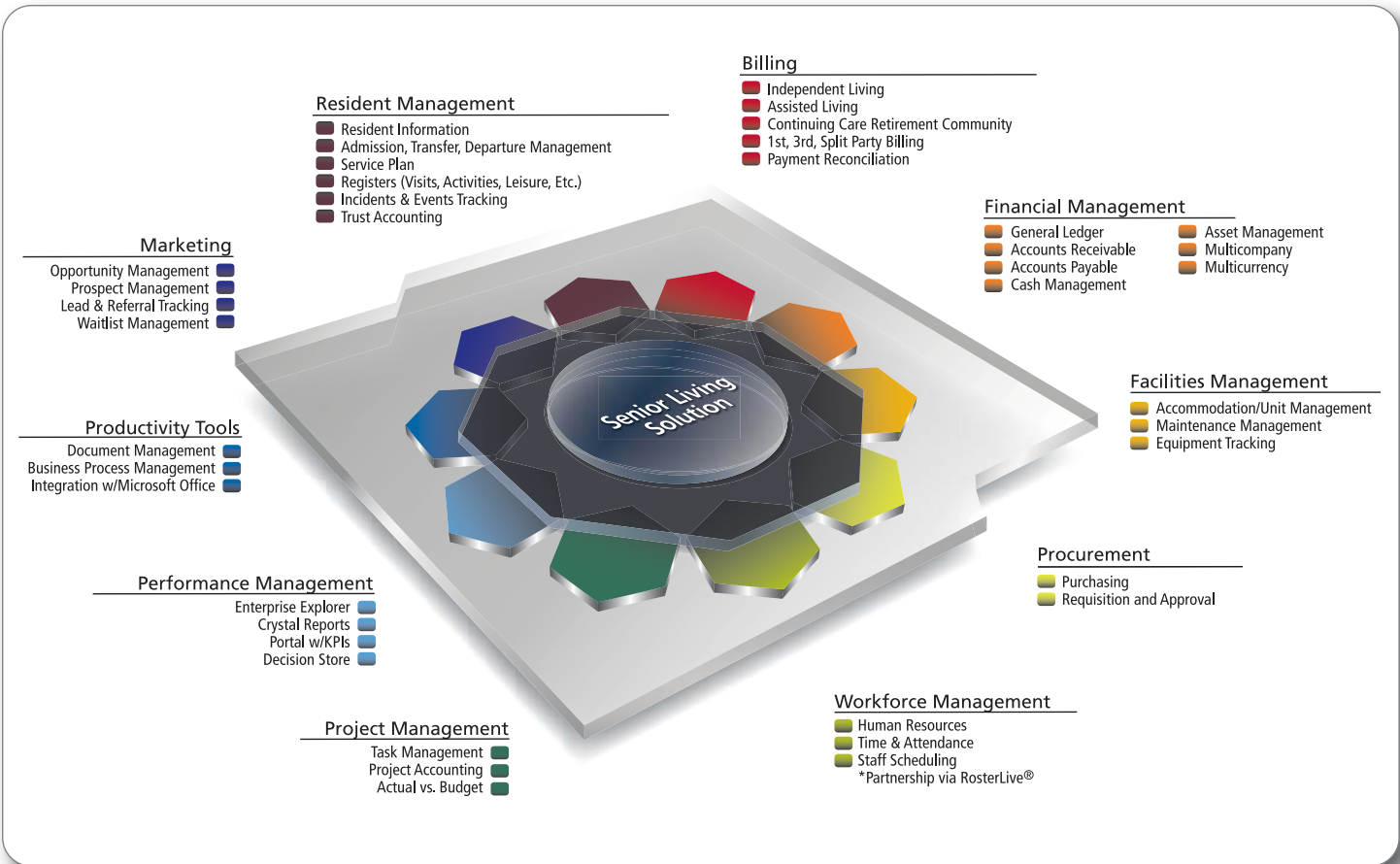
Epicor provides a broad set of business intelligence solutions that span standard reports to advanced analytic tools. The tools pull together all of the data within your enterprise to provide tactical information and strategic insight. From operational reporting to advanced performance analysis, the comprehensive toolset provides critical information for real-time decision support, optimal operation management, and informed strategic planning.

- Extensive standard reports
- Custom reporting with Crystal Reports®
- Ad hoc query tool integrated with Microsoft Office Excel®
- Definable key performance indicator (KPIs)
- Decision Store data warehouse and online analytical processing (OLAP) solution

## Acknowledged Leader, Proven Solution

Epicor is a leader in delivering proven software solutions. Over 70 senior care and living organizations—with more than 50,000 residents—currently manage their residents, operations, and resources with Epicor Senior Living Solution.

# Epicor Senior Living Solution



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