Standard and Optional Cloud Services for Epicor Prophet 21® Cloud

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EPICOR.

Product

▶ Epicor® Prophet 21® Cloud

Benefits

▶ Drive desired business outcomes with a cloud system that aligns with your business requirements

▶ Build a personalized cloud investment strategy

▶ Realize ROI faster with the right-fit cloud services

▶ Reduce TCO with flexible technology for your business needs

Your Cloud—Your Way

As your business responds to changes in your industry, customer demand, and the competitive landscape, you should expect your technology partner to anticipate your requirements and enable your business growth. Epicor has designed Epicor Prophet 21 Cloud software for flexibility, security, and performance. It was made to fit your business needs, adapt as they change, evolve with technology, and enable you with distribution and technology innovations that help your business grow.

This document provides an overview of what's included with your purchase of Epicor Prophet 21 Cloud solution. It also explains how to tailor the standard offering with a variety of optional services to address your unique requirements. Depending on your needs, you could select none or all of the following options to get the most value from your Epicor Prophet 21 Cloud system. Some critical services are always included with every investment with no option to modify—such as 24x7 security, 24x7 monitoring, and your Production environment—but other services may be enhanced or added as you prefer.

Cloud Services	Standard	Options
24x7 security	Included	Included
24x7 monitoring	Included	Included
Production (live) environment	Included	Included
Play (staging, training, or test) environment	Included	Included
Month-end environment	Included	Included
Test or development environment(s)	-	Additional environment(s) (temporary or full-term)
Local backup copies of your data	-	Epicor Cloud Data Download Option
Release upgrades (twice a year)	Upgraded on cadence	Prophet 21 Cloud Flex Option (defer up to 120 days)
Cloud storage	150 GB storage for fewer than 100 users 300 GB storage for 100+ users	Additional storage in 10 GB increments as needed
Integrations	Read-only access to a replicated database	Prophet 21 API for write access to the Production database and/or Epicor Integration Cloud
Support	Essential Support plan	Pro Support plan

Standard Cloud Services

Standard cloud services are included at no additional cost as part of your subscription to Epicor Prophet 21 Cloud software.

Production, Play, and Month-End environments

With every purchase of Epicor Prophet 21 Cloud, customers receive three cloud environments for their use—Production, Play, and Month-End.

▶ The Production environment is your live environment where users transact every day

▶ The Play environment is your staging environment where you can test and even train users on pending upgrades or other changes without affecting your live Production environment, transactions, or data

▶ Your Month-End environment provides a dedicated system to ensure that your asset and liability accounts have supporting schedules at the end of your reporting period

Your Play and Month-End systems run on scaled-back environments rather than a full production system for efficiency and focus. While Epicor maintains strict, internal uptime targets for Play and Month-End, the guaranteed uptime metrics that are published in the Epicor Service Level Agreement (SLA) and backed by service credits apply only to Production.

World-class cloud platform powered by Microsoft Azure

Epicor Prophet 21 Cloud is deployed in a public cloud model powered by Microsoft® Azure®—one of the world-leading cloud platforms—in strategic partnership between Epicor and Microsoft. In the Epicor public cloud, each customer has their own dedicated SQL database and share application servers. This model is popular in the cloud-computing industry for its flexibility, security, and consistent performance.

Security

Security is always top priority. Included with every purchase of Epicor Prophet 21 Cloud are best-practice security measures at every level of the application and infrastructure. Data is encrypted, authentication methods are in place, user password minimums are enforced, and SOC 1 and SOC 2 audit reports are available upon customer request.

At its core, Microsoft® Azure® is widely recognized as the world's most trusted cloud platform for business and government. This is due in part to its comprehensive regulatory compliance, threat intelligence, and virtual and physical datacenter security.

Furthermore, Epicor leverages several additional Azure tools—behind the scenes on the customer's behalf—for monitoring purposes, business continuity, and proactive protection. These include but are not limited to:

▶ Microsoft AntiMalware® for Azure—a comprehensive service that includes real-time protection, scheduled scanning, malware remediation, and signature updates for up-to-date protection against viruses and cyber attacks

▶ Microsoft Azure Disaster Recovery (DR) strategy to facilitate a rapid recovery in the unlikely event the primary datacenter is rendered inoperable

▶ Microsoft SQL Server® Always-On Availability Groups to replicate databases in near real time to distant datacenters

▶ Azure Site Recovery to replicate application servers daily and store a rolling backup for 30 days in the cloud

In addition, Epicor employs an independent, third-party security testing service to conduct tests of our system perimeter security. This "vulnerability testing" is conducted at the order of the Epicor Chief Information Officer (CIO) and is executed independent of all Epicor Cloud Operations group testing.

Upgrade Cadence

One of the greatest benefits of Epicor Prophet 21 Cloud software is that your business is always running the latest version of the software—offering you access to new features, security enhancements, industry best practices, and competitive innovations. The Epicor Cloud Operations team applies all upgrades according to the posted schedule. They are completed at no additional cost to you.

The types of upgrades that we apply to your system vary in terms of timing and testing requirements. A typical Epicor Prophet 21 Cloud number is "2020.1.3689." In this example, "2020" represents the major version—named for the year in which the product is released. Then, "1" represents the minor version—indicating the first or second minor version upgrade of the year. Finally, "3689" represents the more-frequent build. We generally identify the application version using the major version plus the minor version designations—such as 2020.1—without further specifying the build.

Builds

Builds—3689 in the example—are updates to your system that are generally applied as needed during maintenance windows. Builds are typically applied first to your Play environment for a week for test purposes and then promoted to your Production environment. Builds are simple fixes, non-disruptive, and may not be delayed or rescheduled.

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Version upgrades

Version upgrades—i.e. 2020.1 and 2020.2—are scheduled twice a year. Because they introduce strategic new functionality, version upgrades are installed into your Play environment 30–45 days before they are promoted to Production, which allows you time to test the new features. If you wish to delay or reschedule version upgrades, you may do so by purchasing the Epicor Prophet 21 Cloud Flex Option (see "Optional Cloud Services").

Cloud storage

Customers with up to 99 Prophet 21 Core SaaS Concurrent users receive 150 GB of total storage included for all environments. Customers with 100 or more users receive 300 GB of total storage included for all environments. Additional storage is available for purchase (see "Optional Cloud Services").

Integrations

Unlike many other cloud-based ERP solutions in the market, Epicor Prophet 21 Cloud is uniquely flexible and integration ready. Included in your subscription is a replicated database that provides you with read-only access to your database. This is especially valuable for your accounting and finance teams, for instance, who may need to extract data directly from your ERP solution for reporting purposes in Microsoft Power BI or Tableau. It can also help operations leads who need to pull data and feed industry services such as buying groups. The replicated database is updated approximately every five seconds for near-real-time data access.

If you would also like to write to your database, you may do so by purchasing the widely used Epicor Prophet 21 API (see "Optional Cloud Services").

Epicor Essential Support plan

As part of your Epicor Prophet 21 Cloud subscription, the Epicor Essential Support program provides 24x7 support services for system outages—classified as Priority 1 cases. If your system is down, Epicor makes every reasonable effort to respond within one hour.

Epicor Cloud Reliability Center for 24x7 monitoring by Epicor IT experts

All Epicor Prophet 21 Cloud customers receive an extra layer of protection from the Epicor Cloud Reliability Center (CRC) located at the Epicor headquarters in Austin, Texas. Our CRC is staffed 24x7 by Epicor IT experts who are constantly monitoring and safeguarding your cloud environment. This team of experts is "always on" to identify and remediate potential vulnerabilities in the infrastructure before they are exploited. The CRC works continuously behind the scenes to keep your Epicor Prophet 21 Cloud system running smoothly so you don't have to.

Optional Cloud Services

A variety of optional cloud services are available for an additional fee to tailor Epicor Prophet 21 Cloud for more flexibility, alignment, and business value.

Additional environments

If you have development needs or would like more flexibility in how you test changes, one or more Additional environment will allow you to do so without affecting your Play, Production, or Month-End environments. Most customers opt for at least one Additional environment. While not a

requirement, it gives you more freedom to develop and test improvements to your system. Additional environments are available on both a monthly basis or for your full contract term.

Additional environments are especially useful to test DynaChange® configurations outside of the Play environment, as that is typically used for training. These environments are also used alongside an integration enabler—like the Epicor Prophet 21 API and Epicor Integration Cloud—for testing large-scale integrations such as Epicor Prophet 21 Cloud to non-Epicor human capital management, product information management, or customer relationship management systems.

Epicor Prophet 21 Cloud Flex Option

If your business is subject to fluctuating seasonal demands or other time constraints, Epicor offers the option to defer your twice-a-year version upgrades for up to 120 days.

Regardless if you select this option and choose to stay on cadence or select a later upgrade date, you always receive the standard 30–45 days to test and stage the changes in your Play environment.

Epicor Cloud Data Download Option

Epicor Cloud Data Download Option is a service that allows companies to keep local backup copies of their data. As a reminder, even without this additional offering, Epicor always backs up the data from every Epicor Prophet 21 Cloud customer in the cloud equally according to our best-practice data backup strategy enabled by Microsoft Azure. Even without this offering, you always legally own your data in a cloud environment.

However, companies sometimes prefer to keep regular backup copies of data on their premises. The Epicor Cloud Data Download Option gives you access to download your data from the cloud to your location at any time and as often as you prefer. Epicor provides your data in a SQL Server backup (BAK) file and automatically refreshes it once a week.

Cloud storage

If you need more capacity for your Epicor Prophet 21 Cloud environments, you can purchase additional storage in 10 GB increments at the then-current pricing. You can also work with the Epicor support team to help you manage your storage and minimize or avoid additional fees.

Integrations with the Epicor Prophet 21 API

Hybrid technology landscapes— those that feature a mix of cloud and on-premises applications that are typically from multiple providers—is increasingly common among businesses today.

For lightweight connectivity that requires write-access to the Production database, the Epicor Prophet 21 API is a standard integration framework that connects Epicor Prophet 21 Cloud to other applications or websites. Connect as needed, easily display real-time data, and speed up your business processes.

Epicor Integration Cloud

Epicor Integration Cloud builds upon the API framework for more robust integration requirements such as complex integrations with large-scale, non-Epicor business applications. This solution is built as part of a strategic partnership with Jitterbit—a best-in-class integration platform as a service (iPaaS) provider. Epicor Integration Cloud is a dynamic solution that connects a hybrid technology environment, extends your current investments, and helps you build a competitive advantage through your unique mix of business applications.

Epicor Pro Support plan

If you need more comprehensive support coverage, opt for the Pro Support plan. In addition to system outages, the Pro Support plan adds 24x7 support for loss of a service— classified as Priority 2 cases. This may include errors while printing invoices or running business-critical reports.

Get Started

Aligning any cloud-based ERP solution with your desired business outcomes is critical to a successful cloud strategy. Epicor Prophet 21 Cloud is uniquely able to fit your business requirements with a robust offering out of the box and a variety of options to tailor your services even further.

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