

Standard and Optional Cloud Services for Epicor ERP Cloud

Product

- ▶ Epicor® ERP Cloud

Industry

- ▶ Manufacturing

Benefits

- ▶ Drive desired business outcomes with a cloud-based ERP system that aligns with your requirements
- ▶ Build a personalized cloud investment strategy
- ▶ Designed to gain faster ROI with the right cloud services for your business
- ▶ Designed to reduce total cost of ownership with flexible technology

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 ERP Cloud for flexibility, security, and performance—to fit your business needs, adapt as your needs change, evolve with technology, and enable you with manufacturing and technology innovations that help your business grow.

This document provides an overview of what's included with Epicor ERP Cloud out of the box. 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 ERP Cloud system. Some absolutely 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 (like the Pilot environment) or added (like an Additional Environment) as you prefer.

Cloud Services	Standard	Options
24x7 security	<i>Included</i>	<i>Included</i>
24x7 monitoring	<i>Included</i>	<i>Included</i>
Production (live) environment	<i>Included</i>	<i>Included</i>
Staging environment	Pilot (full-term only)	Premium Pilot (temporary or full-term)
Test or development environment(s)	-	Additional environment(s) (temporary or full-term)
Training environment	-	Embedded Education (full-term only)
U.S. ITAR compliance	-	Epicor ERP Cloud Government Option
Release upgrades (twice a year)	Upgraded on cadence	Epicor ERP Cloud Flex Option (defer up to 90 days)
Integrations	REST API	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 ERP Cloud.

Production and Pilot environments

With every purchase of Epicor ERP Cloud, customers receive two cloud environments—Production and Pilot. The Production environment is your live environment where users transact every day. The Pilot environment is your staging environment where you can test pending upgrades or other changes without affecting your live Production environment, transactions, or data.

Your Pilot system is run on a scaled-back environment rather than a full production system for efficiency and focus, so it does not include select modules that are rarely tested during upgrades beyond implementation. For customers who wish to enable

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these additional modules, you may purchase the optional Premium Pilot (see “Optional Cloud Services”) as a temporary or full-term service. Also, while Epicor maintains strict, internal uptime targets for Pilot, 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 ERP Cloud is deployed in a public cloud model powered by Microsoft Azure—one of the world’s 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 ERP Cloud is 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 always available upon customer request.

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

Furthermore, Epicor leverages several Azure tools—behind the scenes on the customer’s behalf—for monitoring purposes, business continuity, and proactive protection, which includes but is not limited to the following:

- ▶ 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® Availability Groups to replicate databases in near real time from the primary to secondary datacenter
- ▶ Azure Site Recovery to replicate application servers daily from the primary to secondary data center and stored for 30 days as backup

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.

Cadence

One of the greatest benefits of Epicor ERP Cloud is that your business is always running the latest version of the software—offering you earliest 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 ERP Cloud version number is something like “10.2.500.13.” In this example, “10” represents the product, “2” represents the version, “500” represents the release, and “13” is the update level.

Updates

Updates (13 in the example) are generally applied on a biweekly or monthly basis to the customer’s Pilot environment on a Tuesday or Wednesday evening. They’re then promoted to your Production environment during the following Saturday night local datacenter time. Updates are simple fixes, non-disruptive, and may not be delayed or rescheduled.

Release Upgrades

Release upgrades (500 in the example) are scheduled twice a year. Because they tend to be larger releases and may introduce new functionality, release upgrades are installed into your Pilot environment one month before they are promoted to Production—which allows time to test the new features. If you wish to delay or reschedule release upgrades, you may do so by purchasing the Epicor ERP Public Cloud Flex Option (see “Optional Cloud Services”).

Product and version upgrades (10 and 2 in the example) occur about every 2–3 years and include significant enhancements. Testing is required, so the upgrades are applied to your Pilot environment 30 days or more prior to the scheduled Production upgrade.

Integrations with REST API

For lightweight connectivity, Epicor ERP Cloud includes REST Application Program Interface (API). REST API is a standard integration framework that allows you to link applications through Internet type connections. The REST

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architecture considers both data and functions as web resources and uses the OData Rest Protocol. This lets you link applications that recognize this technology—including Microsoft® Excel® and Microsoft Power BI®—to Epicor ERP Cloud and easily display real-time data to fit your business needs and how your users prefer to work.

Epicor Essential Support plan

As part of your Epicor ERP 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

All Epicor ERP 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 ERP 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 your Epicor ERP Cloud for more flexibility, alignment, and business value.

Premium Pilot environment

For organizations with more extensive staging requirements,

the Premium Pilot includes additional functionality beyond the standard Pilot environment. This is especially useful if you intend to use mobile dashboards as part of your Epicor ERP Cloud system. Premium Pilot adds the following modules to the staging environment—Epicor Web Access, Epicor Mobile Access, Epicor Data Discovery, and Enterprise Search.

Premium Pilot is available for your full contract term or on a temporary basis. If you opt for the temporary Premium Pilot—which is popular during implementation—simply indicate how many months you would like access to the service. You may purchase additional months as needed or revert back to the standard Pilot when complete.

Additional environments

If you have development needs or would like more flexibility in how you test changes, one or more additional environments will allow you to do so without affecting your Pilot or Production 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 such as creating complex BPMs or how you might leverage the Epicor Product Configurator. Additional environments are available on both a month-to-month basis or for your full contract term.

Embedded Education environment

Embedded Education is a widely used, self-paced training environment that can be added to your Epicor ERP Cloud service. Users can access more than 100 courses with detailed explanations and hands-on exercises. Learners can easily navigate between courses and related applications using real-life business data. Courses are continuously updated and provide a structured and repeatable learning experience for initial and

ongoing training. Embedded Education is available as a full-term service.

Epicor ERP Cloud U.S. Government Option

For companies based in the United States that must comply with the U.S. State Department's International Traffic in Arms Regulations (ITAR), Epicor can run your Epicor ERP Cloud instance out of the Azure Government Cloud datacenters. The companies that are subject to this regulation need to more strictly control access to some or all of their ERP data. Epicor has long offered an ITAR support option, which—among other things—ensures support tickets are only routed to staff who are U.S. persons or otherwise allowed access to ERP data. This Epicor ERP Cloud U.S. Government Option also restricts database access to only U.S. persons, services are hosted only in the United States, and all data is securely stored within the country.

It is important to note for matter of compliance that some of the applications available as part of the Epicor ERP Cloud solution are known to be outside the scope of ITAR compliance. If ITAR applies to you, please discuss with your Epicor sales representative and—in some cases— independent legal counsel.

Epicor ERP Cloud Flex Option

If your business is subject to fluctuating seasonal demands or other time constraints, consider the Epicor option to defer your twice-a-year release upgrades for up to 90 days. Before each release, Epicor will post to the schedule two or three alternate dates—with the last falling at the end of the 90-day window. If you have purchased the Epicor ERP Cloud Flex Option, you have the ability to schedule your upgrade on one of the later dates (or not), if you prefer.

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Regardless if you select this option and choose to stay on cadence or select a later upgrade date, you always receive the standard one month to test and stage the changes in your Pilot or Premium Pilot environment.

Integrations with Epicor Integration Cloud

Hybrid technology landscapes—those that feature a mix of cloud and on-premises applications that are typically from multiple providers—are increasingly common among businesses today. Epicor Integration Cloud is designed to help you integrate your Epicor ERP Cloud with

non-Epicor applications in the cloud or on premises—even those that may not provide a native Epicor ERP interface.

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 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 ERP 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.

Get started today by contacting your Epicor sales representative or visiting www.epicor.com/cloud.

About Encompass

Encompass Solutions is a business and software consulting firm that specializes in ERP systems, EDI, and Managed Services support for Manufacturers and Distributors. Serving small and medium-sized businesses since 2001, Encompass has helped modernize operations and automate processes for hundreds of customers across the globe. Whether undertaking full-scale implementation, integration, and renovation of existing systems, Encompass provides a specialized approach to every client's needs. By identifying customer requirements and addressing them with the right solutions, we ensure our clients are equipped to match the pace of Industry.

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