Epicor for
Managed Services

Functionality

▶ System monitoring
▶ System administration and maintenance
▶ System backup and recovery
▶ System hosting

Epicor Managed Services

In today's competitive environment, your company needs to utilize resources to concentrate on your core business and competencies. Epicor Managed Services offers a set of flexible services that provide you with access to specialized resources and world-class facilities to meet your system needs. Epicor Managed Services also help ensure you are utilizing your internal resources the best way possible to increase your company's performance and profitability. As a part of our full suite of managed services, Epicor can either manage your equipment remotely that is housed at your site, or host and manage your solution on your behalf in a data center. Either way, the end result is maximized system availability and optimization.

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Remotely Managed Services

Epicor System Management

Epicor System Management is ideal for those customers who still want to own and house their Epicor solution at their site or collocation facility, yet want additional day-to-day IT system support for proactively monitoring, administrating, and system upkeep.

- ▶ **System Monitoring—**Epicor Managed Services will remotely monitor your Epicor solution's system availability and performance. The environment that runs your Epicor solution will be monitored on a 24x7x365 basis. These items include: server hardware,operating systems, and databases. Supplementing your Epicor support program, Epicor Managed Services will then proactively remedy any issues stemming from the system monitoring alerts making a one-stop-shop between issue identification and resolution. Epicor will also make recommendations on whether your system resources need to be adjusted to help ensure optimal system utilization rates. Overall, system monitoring ensures better availability and faster times to resolution should an issue arise.

- ▶ **System Administration and Maintenance—**Epicor Managed Services will work in concert with your IT resources to ensure your Epicor solution is up-to-date and properly administered. Epicor will remotely manage the following areas:
  - Administer all user IDs that need to be created, edited, or deleted from the Active Directory. This administration also takes into consideration your company's security policy and standards.
  - Apply service packs and patches for the Epicor software, applicable databases, and print drivers. In some cases, the system administration activities are a result of resolving an issue that became apparent, either while working in the system or through system monitoring alerts. Other times, it is proactive, scheduled maintenance that is done to ensure your system is available and healthy with minimal downtime and business disruption.

- ▶ **System Backup—**Application data backup services is another attribute of the Epicor System Management services. This is where your data is retained and retrieved should it be necessary. Epicor will work with your IT resources.

Disaster Recovery Services

Epicor System Backup and Recovery

The Epicor System Backup and Recovery service provides you a secure, reliable, and affordable solution for ensuring your system and data are readily available in case of major system issues or a disaster. Epicor installs and configures the necessary tools to both monitor and manage the solution to ensure your data is being backed up properly and at near real-time. If the failover system needs to be brought on-line, we can typically have you up and running within hours.

This service provides:

- ▶ A secure off-site environment for storing your software and data
- ▶ Near real-time database backup
- ▶ Quick access to the failover system if needed

Hosting Services

Epicor Hosting

For those who would prefer not to have their Epicor solution housed on their own premise, Epicor provides a secure, reliable, and costeffective solution that combines all of the hardware, software, storage, and the previously mentioned system management services you need to run your ERP solution. Through strategic partnerships, Epicor leverages a Tier III data center that is SSAE 16 certified to host our applications on a 24x7x365 basis. The data center has redundant power sources with 99.95% availability and direct access to redundant, high-capacity connectivity to the major Internet providers. The robust infrastructure enables us to configure solutions with assured availability, security, and performance.

With a hosted solution, you do not need to worry about any of the solution's infrastructure as Epicor makes certain your system is current, secure, available, and redundant. We monitor the solution on a 24x7x365 basis, the same way we do with remotely managed environments. Supplementing your support contract, we remedy any issues that become apparent from system alerts and through system capacity analyses of which we conduct on a regular basis. We keep the system up to date by applying patches and service packs, and backup the system daily with cumulative roll-ups weekly, monthly, and yearly. As a preventative measure, we also store redundant disk backups off-site to ensure your data is readily available.

Why Epicor Managed Services

Competency

Epicor is in a truly unique position of being able to provide the best management for our own applications. Our Managed Services team has immediate access to all the internal resources and knowledge Epicor has to offer.

Global Reach

Through service centers in the Americas, Europe and Asia Pacific, we are available and manage your strategic business applications 24 hours a day, 7 days a week, 365 days a year and are equipped to provide our services in more than 30 languages.

Single Point of Accountability

Within an IT environment there are numerous products provided by various vendors including hardware, middleware, network, database, and software. Epicor Managed Services eliminates the complexity of dealing with all the various vendors. As a part of Epicor Managed Services, you will also work with a dedicated account manager that provides a single point for relationship management, resource coordination, and issue escalation.

The account manager also oversees monthly performance review meetings. Beyond a forum for discussing issues and opportunities, the meetings include a review of:

- ▶ Service and performance levels
- ▶ KPI statistics
- ▶ Trends and reoccurring issues
- ▶ Root cause analysis on complex issues
- ▶ Recommendations on training, processes, system configuration, reporting, and more

Most importantly, as our services are backed by guaranteed service level agreements (SLAs), the meetings provide an opportunity to review our performance against the service levels we are accountable in providing.

Peace of Mind

To ensure we meet expectations and provide business continuity, Epicor stands behind its managed services with mutually agreed upon service levels. We contractually commit to providing these service levels—guaranteed.

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Crawford Software
"Bringing Software and Manufacturing Together"

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