

EPICOR ITSM 2007

RELEASE GUIDE, JANUARY 2007

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Table of Contents

Introducing ITSM Version 2007	1
Introduction	1
What's Inside	1
ITSM 2007 Key Objectives	2
ITSM 2007 New Features	3
Holiday Calendar	3
Create A Holiday Calendar	3
Working Time Calendar	4
Time Zone Support In SA and SLA	6
Service Agreement Templates	7
Create New Support Call Via Microsoft Outlook Inbox	8
Support Call History Form	8
Support Call Owner	8
On Hold Functionality	8
Support Call Notification	9
Auto Refresh Find Support Call Forms	10
User Grid Preferences	10
Request for Change Enhancements	11
Security Group Enhancements	13
Other Functional Changes	14
Software Change Requests	14
Additional Information	15
Product Distribution	15
Compatibility	15
Languages	15
Upgrades	15
Technical Support	16
Overview	16
Supported Products	16
The Customer Center	17
Optional Technical Support Services Offerings	17

Professional Services	18
Overview	18
Implementation Support	18
Global Presence	19
Product Education	19
User Groups	20
Overview	20
About Epicor	21

Introducing ITSM Version 2007

Introduction

For 20 years Epicor customers have come to expect valuable enhancements to the product suites on a regular basis. The release of Epicor ITSM 2007 is no exception, delivering new features that offer more configurability and functional capabilities for your business.



ITSM 2007 reflects our fundamental philosophy as a software provider:

- Place customers at the center of everything we do
- Develop and deliver world-class software to help our customers achieve operational excellence
- Provide innovative technologies that empower our customers to become market leaders
- Surround our customers with resources and self-service tools to provide world-class customer service and satisfaction
- Deliver single point accountability in everything we do

What's Inside

This guide covers the features, functionality and technology introduced with Epicor ITSM 2007. It also provides information on professional services, product support, education and other important topics related to this release. Please note that all information in this document is subject to change without notice.

ITSM 2007 Key Objectives

At Epicor, we are committed to responding to our customers by enhancing and expanding product functionality, investing in new technologies, and providing overall value with our products. In keeping with this ongoing effort, we established a list of objectives for the release of Epicor ITSM 2007. Here are the objectives and how we've accomplished them.

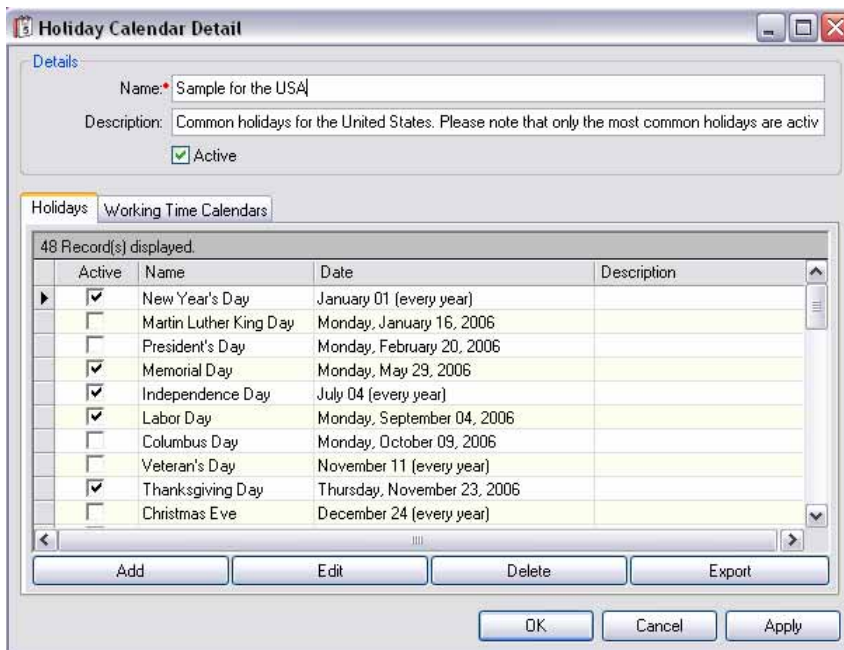
Objective	Achievement
Support for Microsoft® SQL Server 2005	Epicor ITSM has been tested against Microsoft's latest release of SQL Server, 2005, which is the first such release for some considerable time and offers users substantial improvements in terms of scalability, administration, security and performance.
Provide templates for Service Agreements	An essential feature desired by organizations with standard Service Agreements, enabling them to easily create new Service Agreements for customers.
Improve compliancy	In several areas, audit trails and security are enhanced to ensure greater preparation for compliancy demands.
Notification enhancements	New feature to send notifications when a support call is changed.
Introduction of Holiday and Working Time Calendars	Businesses using Epicor ITSM for advanced service level management typically require multiple Working Time Calendars (WTC) in order to successfully configure service level agreements (SLA). In order to fully support WTCs, Holiday Calendars have also been.
Deliver high priority customer requested enhancements	Epicor ITSM 2007 incorporates the results of many customer software change requests (SCR) and reflects real-world feedback on proposed functionality.

ITSM 2007 New Features

Holiday Calendar

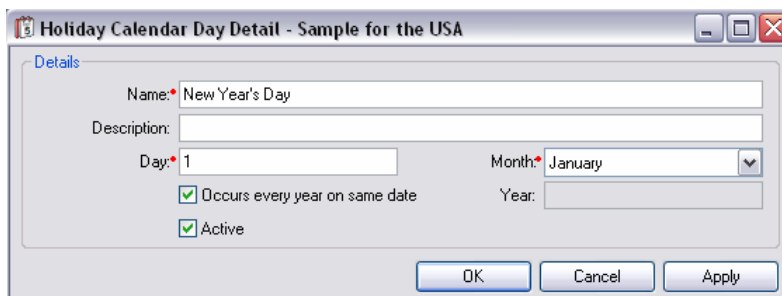
Purpose

Holiday Calendars are used in Working Time Calendars. Within a Holiday Calendar you specify the non-working days for your Working Time Calendar.



Create A Holiday Calendar

Access to Holiday Calendars is done via the Manage Holiday Calendars menu. Via the Holidays tab of the Holiday Detail form, new Holidays can be added. For each Holiday you can define if it occurs every year and on which date.



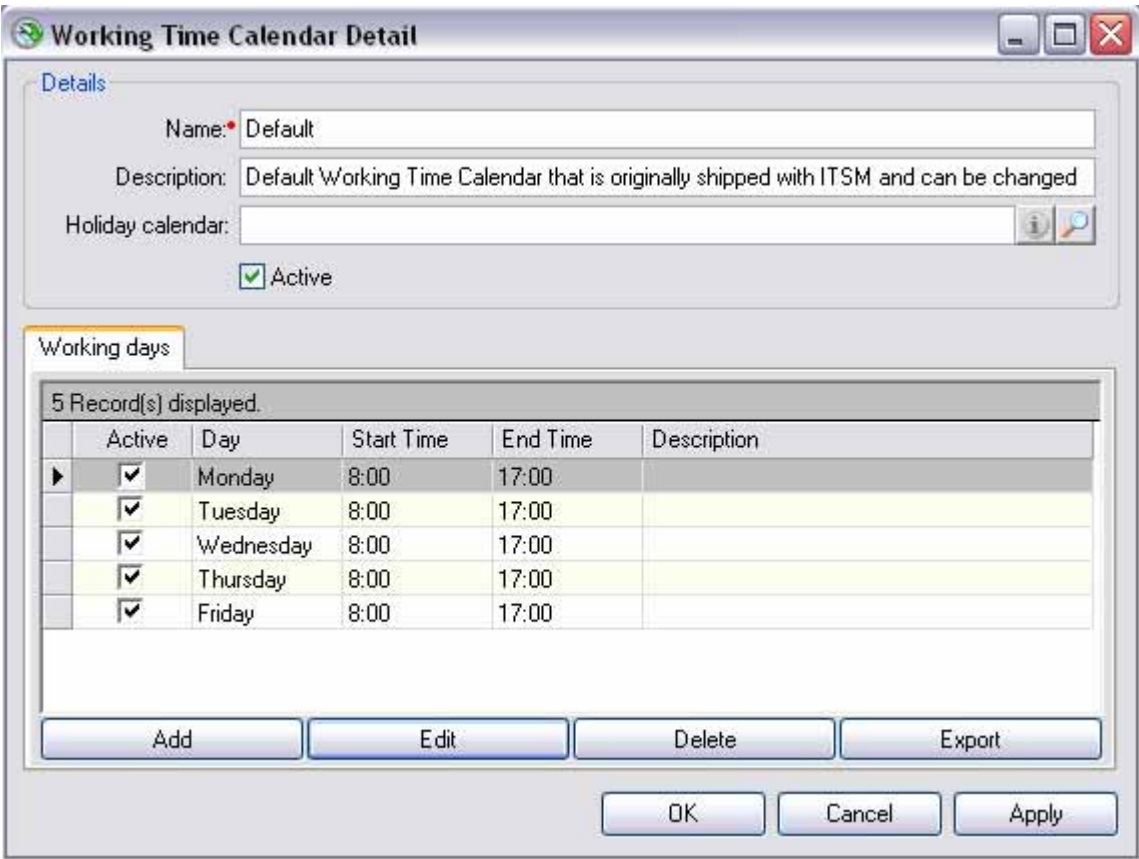
Working Time Calendar

Purpose

In earlier versions of Epicor ITSM, system options could be set to define the Working Time Calendar (WTC), although you were limited to the use of just one WTC. However, there is the need to be able to define multiple WTC. For example, you could have different working hours depending on the service level. Critical issues need to be serviced 24/7 while for medium priority issues it may be sufficient to deliver service from Monday to Friday between 8 am and 5 pm. Also imagine a difference in working time for different departments.

Create a Working Time Calendar

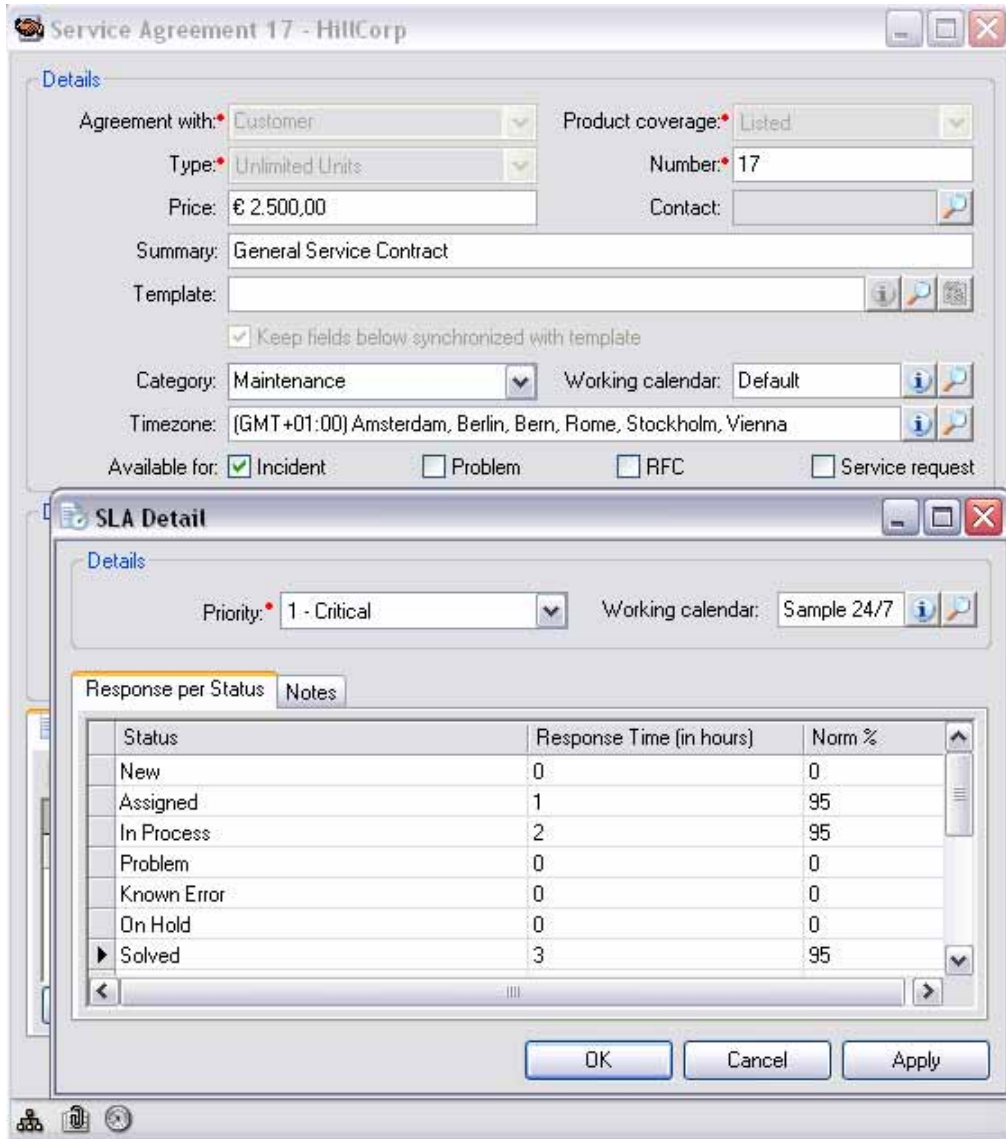
Working Time Calendars can be created by users with appropriate rights. Access to WTC is done via the Manage Working Time Calendars menu.



Within the WTC Detail form you are able to relate Holiday Calendars to WTCs and via the Working Days tab you are able to enter working days and specify the start and end time of each working day.

Using a Working Time Calendar

There is always one default WTC, which is shipped standard with Epicor ITSM. The default WTC is specified via the system options. If you use only one WTC you can change the one that is shipped to your specific needs.



If you use multiple Working Time Calendars you are able to specify the Working Time Calendar in:

- Service Agreement templates
- Service Level Agreements templates
- Service Agreements and Service Level Agreements

When you add a new Service Agreement by default the SLAs will inherit the Working Time Calendar from the contract, but you are able to change them at the SLA level.

Time Zone Support In SA and SLA

Purpose

Time zones are used to set the time zone for a Service Agreement. When an organization is using Epicor ITSM over multiple time zones and support is delivered over multiple time zones, this new feature is essential to calculate correct service times

Create Time Zones

Access to time zones is done via the Admin Time Zones menu. Time zones can automatically be updated from Windows or added manually. On the Time Zone detail form you can update the details of the selected Time Zone from Windows or edit the details.

Time Zone Detail

Details

Name: (GMT) Greenwich Mean Time : Dublin, Edinburgh, Lisbon, London

Description:

Windows index: (GMT) Greenwich Mean Time : Dublin, Edinburgh

Standard name: GMT Standard Time Daylight name: GMT Daylight Time

Standard offset: 0:00 h:mm Daylight delta: 60 Minutes

Active System Entry

Use daylight saving

Daylight Saving Start

Month: March Week in month: Last

Weekday: Sunday Time: 1:00 AM

Daylight Saving End

Month: October Week in month: Last

Weekday: Sunday Time: 2:00 AM

Service Agreement Templates

Purpose

Service Agreement templates give IT service organizations the possibility to define generic Service Agreements like Gold, Silver and Bronze templates, which can be used for multiple organizations and departments. The templates can also be used to execute structured updates to Service Agreements related to the template.

Create a Service Agreement Template

Service Agreement templates can be created by users with appropriate rights. Access to Service Agreement templates is done via the Manage Service Agreement Templates menu. The template contains all relevant Service Agreement information including the new functionality to use a specific Working Time Calendar, Time zone and coverage of Items and Item Categories.

Service Agreement 22 - HillCorp

Details

Agreement with: Customer Product coverage: Listed

Type: Unlimited Units Number: 22

Price: € 10,000.00 Contact:

Summary: Gold Support Contract

Template: Gold Support

Keep fields below synchronized with template

Category: Maintenance Working calendar: Default

Timezone: (GMT+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna

Available for: Incident Problem RFC Service request

Duration

Start date: 12/4/2006 End date: 12/4/2007

Cancel period: 2 Months Cancel date:

Extend period: 12 Months Extend tacitly

Active

SLA Products Units / Reminders Underpinning Agreements Log Notes

Keep items and item categories synchronized with template

2 Record(s) displayed.

Type	Name	Asset No.	Serial No.	Quantity	Description
Category	Desktop	n/a	n/a	n/a	
Category	Laptop	n/a	n/a	n/a	

View Remove Export Add Product Add Item Add Category

OK Cancel Apply

Using a Service Agreement Template

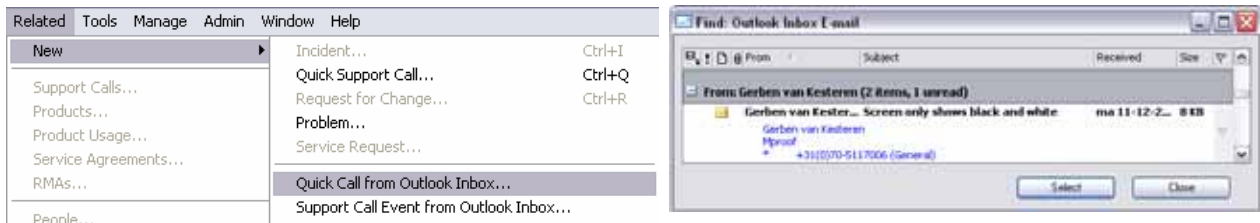
Service Agreements templates can be used when creating a new Service Agreement but also for existing Service Agreements to update them with the template settings. When a template is selected, different areas can be kept in sync with the template. For each area you can decide if you wish to keep the contract in sync via the "Keep synchronized with template" checkbox.

Coverage of Item and Item Category in SA

With the Service Agreement templates, the Service Agreement Product is adjusted to support coverage of items and item categories. This means it's now possible to define contracts at the model level (Item) and category level (Item category).

Create New Support Call via Microsoft Outlook Inbox

A new menu item has been added to create new support calls based on an e-mail in your Microsoft Office Outlook® Inbox. When a particular e-mail is selected, the quick call form will open so you are able to edit the call before you save it away into Epicor ITSM. The other menu item makes it possible to add a new event to an existing support call based on an e-mail.



Support Call History Form

The support call history tab of the support call detail form has been replaced by a separate support call history detail form. The support call history form can be opened via the history button.



Support Call Owner

Purpose

The call owner is introduced so owners of support calls may keep track of all the calls they are responsible for, even while they are assigned to others users or queues.

Using Call Owner

The call owner is set when a new call is created with the default value of the first user. The My Support Call form is extended so owners can search for all their calls. Within a request for change (RFC) the owner has a more specific role.

On Hold Functionality

Purpose

In service environments, service level agreements are used to measure the performance of the service provider. In some situations, the service provider is not able to deliver its service because of external factors. For example, the customer needs to specify more information before the service provider can continue the process. In these types of situations, an on hold function is needed to “freeze” the available service time and take the “on hold” period into account when measuring SLA performance.

Using On Hold

The on hold functionality is available on the support call detail form. When the on hold is set to true, Epicor ITSM will ask for a reason. The information is then stored in the on hold history and is used in service performance reporting.

Support Call Notification

Purpose

Besides call escalation, the agent tasks are extended to support call notification triggers. The purpose of Support Call notification is to inform parties related to calls about a status or assignment change. For example, a third line support team can be notified when a call is assigned to them.

Create a Support Call Notification

Support Call notifications can be created by users with appropriate rights. Access to Support Call notification is done via the Manage Support Call Notification menu.

Support Call Notification Detail

Details

Name: Notify third line support

Description:

From e-mail address: support@mproof.com

Available for: Incident Problem Active
 RFC Service request

Notify On Change To

Assign to: [User Selection] Queue: Third line

Status: Assigned

Notify

Assigned user Caller Queue members Support call owner

Send e-mail to:

Cc:

Bcc:

Notification Information

Subject: [CALLTYPE] - [NUMBER]: [SUMMARY] has changed.

Message: Dear Third liner,
 A new [CALLTYPE], number [NUMBER] has been assigned to your group.
 Can you please check ITSM for the latest status and follow up on this [CALLTYPE].
 Cheers,

OK Cancel Apply

Notifications can be set for the various call types. Within the Notify On Change To area, the value can be set to trigger the notification. Via notification, the assigned user, caller, queue members and the owner of the call can be informed. Besides these related parties, separate e-mail addresses can be specified in the To, CC and BCC. And, via the e-mail notification agent task, notifications can be scheduled to be sent.

Auto Refresh Find Support Call Forms

Purpose

The Find Support Call forms are extended with two new features, auto refresh and read/unread functionality. The combination of these two makes it easier to keep track of changes and monitor open calls.

Using Auto Refresh

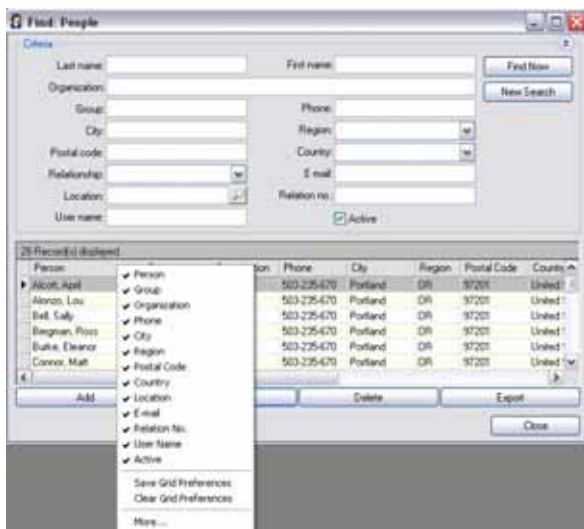
The use of auto refresh for the Find Support Call form can be activated via a system option. Each Epicor ITSM user can set per form if they wish to make use of auto refresh or not.

4 Record(s) displayed.									
	Read	Type	Number	Summary	Time Left	Assigned To	Status	Owner	Person
	<input checked="" type="checkbox"/>	Incident	19	No Internet Access	-45:09	System Manage	In Process	Demo, User	O'Dell, Jack
	<input checked="" type="checkbox"/>	Incident	17	No Internet Access	-18:13	System Manage	In Process	Demo, User	Gardner, Sue
	<input type="checkbox"/>	Incident	13	Problem installing software client	8:19	Service Desk	Assigned	Demo, User	McNeil, Paul
	<input type="checkbox"/>	Incident	16	Employee lost password	32:54	Service Desk	Assigned	Demo, User	Till, Lucy

Within the grid, records are displayed bold when they are unread. When a users reads a record the system will automatically set the record to "read" and display the summary without bold-face. Users can also manually set a record to read or unread. When the record is changed by someone else, the record will be set to unread again (in bold face). So it's easy to monitor changes to calls. To be able to sort and search on read/unread an extra column is added to the grid.

User Grid Preferences

User grid preference functionality is now shipped with Epicor ITSM 2007. With Epicor ITSM 8.4 this feature was released as a patch, and makes it possible to set user preferences for every grid in the application. The user can change the columns that are displayed, change the column order and clear preferences as required.



Request for Change Enhancements

Purpose

Request for Change (RFC) functionality within Epicor ITSM 2007 has been enhanced to provide more support for role based security per RFC state.

RFC States

In general a distinction is made between the following states:

RFC State	Description
Creation	In this state the RFC is being created.
Preparation	In this state the RFC is being prepared for the change approval board (CAB). In order for CAB to make a proper judgment, information is collected and stored in the RFC.
Decision	In this state, the CAB members are invited to commit their judgment. This state is finished when the final judgment is done.
Implementation	In this state the final decision is done and no changes can be made without withdrawing the final decision. The planned change is executed according to plan.
Closed	In this state the complete RFC process is finished and the RFC is closed.
Creation	In this state the RFC is being created.

RFC Roles

Within the named states the players involved in the change process can have the following roles:

RFC Roles	Description
Creator	The user that creates the RFC.
Owner	The user that keeps track on the progress of the RFC and is responsible for the RFC.
Cab member	The user that is able to give his or her judgment about the RFC.
Assigned user	The user or queue that is assigned to the RFC to execute certain tasks.
Supervisor	The user that has overall responsibility for all RFCs.

RFC Final Decision

When all CAB members have made their judgment, the RFC owner or RFC supervisor can give a final decision (and potentially overrule the decision of the CAB members). Besides the final decision it's also possible to configure Epicor ITSM 2007 so the owner can make a judgment call on behalf of one of the CAB members.

Final Decision

Final decision: Undecided Approved Refused

Decision date: 8-12-2006 Reason: All CAB approved

RFC Additional Fields

RFC specific fields are extended with additional fields to store more information.

Change Information

Classification:	High Consequences <input type="text"/>	Preferred date:	10/25/2006 <input type="text"/>
Expected date:	11/30/2006 <input type="text"/>		
Expected time:	100:00 <input type="text"/>	Actual time:	<input type="text"/>
Expected costs:	\$9,000.00 <input type="text"/>	Actual costs:	<input type="text"/>

Security Group Enhancements

The security within Epicor ITSM 2007 has been extended with additional security groups. Four original groups are now obsolete: Call Management, Call Representative, Service Management and Configuration Management. The following new groups have been added:

Security Group	Description
Answerbook Managers	Maintain the answerbooks and answerbook pages. This includes the approval of answerbook pages for internal and external use.
Change Advisory Board	Users involved in the approval process of request for changes
Change Managers	Users managing the change process, the change supervisors. This includes maintaining templates, call categories, statuses, escalation and notification tasks
Configuration Managers	Users involved in the configuration management process. Maintaining products and items and all that is related to the maintenance of these entities.
Incident Managers	Users managing the Incident process, this includes maintaining templates, call categories, statuses, escalation and notification tasks
Problem Managers	Users involved in the problem management process. Defining problems based on input from other processes, manage problems and know errors. This group is also able to add new answerbook pages, but not able to approve them.
Service Desk Engineers	Users executing service desk tasks. Intake and follow up of incidents, service request and requests for changes. This group is also able to add new answerbook pages, but not able to approve them.
Service Level Management	Users involved in defining contracts and service levels for organizations, groups and persons.
Service Level Managers	Users managing the service level management process. This includes maintaining Service Agreement templates, Working Time Calendars and holiday calendars.

Other Functional Changes

Multiple additional software enhancements have been made with this release, listed here in summary:

- CAB judgment audit trail
- Configurable from e-mail address when e-mail is sent
- Configurable reply e-mail address when e-mail is sent
- Enhanced service time calculation
- Extra attribute to identify a problem as know error
- Extra attribute to specify an event type
- Extra attributes to specify call type of a service contract
- Import of invoices
- Import of item categories
- Import of Service contacts based on Service Agreement templates
- Send HTML formatted e-mail from an answerbook page
- Separate right for close call
- Separate right to re-open a call
- Separate right for incidents
- Separate right for the Supplier tab on a support call
- Separate right for a RFC supervisor

Software Change Requests

Multiple software change requests (SCR) have been applied and rolled up with this release. Please refer to the Release Notes for more information.

Additional Information

Product Distribution

Epicor ITSM 2007 Release Dates

Final release dates for the 2007 version are as follows:

2007 Released as Generally Available, February 2007

Compatibility

Please refer to the [Epicor Enterprise Compatibility Matrix](#) for compatibility details. That document also lists compatibility for client and server environment products (e.g. Microsoft® Windows®, SQL Server, etc.)

Languages

Epicor ITSM 2007 is available in English (US) only at this time.

Upgrades

The upgrade paths supported for this release are from version 8.2 and 8.4 of Epicor ITSM. An upgrade path to Epicor ITSM 2007 from Epicor Clientele Help Desk 7.x is also available.

Future releases and target dates are subject to change.

Technical Support

Overview

Epicor's commitment to deliver high quality business solutions means that our customers depend not only on our applications but also on our experience in supporting those solutions around the world. Epicor stands behind all of its products with a world-class technical support organization, capable of serving our global customer base.

We are able to offer this support through our worldwide support centers located in Irvine, California; Louisville, Kentucky; Portland, Oregon; Atlanta, Georgia; Budapest, Hungary; Monterrey, Mexico; Bracknell, UK; and Sydney, Australia among others. Contact information for each support center is listed on the Epicor Support Web site: support.epicor.com.

Because midmarket business solutions represent solid, long-term partnerships with our customers, we've developed high standards of service and support. Epicor's support analysts are not only specialists on our product but also understand the ongoing business needs of successful system operation. Our goal is to continue to fine-tune and improve our support systems to keep your organization as productive as possible.

Advanced Technology

Epicor Technical Support uses advanced telecommunications technology to ensure you connect with the right person quickly to resolve your application related issues. When you call into any of our support centers, our Automatic Call Distribution System quickly routes your call to the appropriate support analyst. You also benefit from Epicor's own award-winning customer relationship management software, Epicor Clientele, which gives our analysts instant access to your records and our extensive knowledge base of information so they can quickly provide you with answers and solutions.

Epicor Technical Support also utilizes the latest technology in troubleshooting tools such as WebEx™ and Identify® AppSight™ BlackBox to resolve tough customer issues in a timely manner.

Supported Products

Support for the Epicor Clientele product line encompasses technical support for the following components:

Epicor CRM.NET Suite

Clientele Sales

Clientele Customer Service and Support

Epicor eMarketing

Epicor Advanced Surveys

Clientele Self-Service Portal

The Customer Center

Self-service support via the Internet can be challenging. That's why Epicor has designed a specific portion of our website for our Customers. Epicor's Technical Support Web site (support.epicor.com) includes Epicor's knowledge base, Epicor eLearning, and access to the latest software updates and patches.

Knowledge Base

Our knowledge base of technical information is available to all support customers over the Internet. We put this wealth of information at your fingertips by leveraging advanced indexing and search technology to provide a powerful and easy to use Web-based resource. This is the place to get up to the minute technical information about our products and the environments and platforms in which they run.

Customer Portal

Many other support services are available using the Epicor customer portal (eportal.epicor.com). Customers can review their account information including their currently supported products and update their contact information. Customers can also submit support calls, view support call status and update their outstanding calls directly from their browser.

Product Downloads

Product patches and service packs are regularly published to the Customer Center where they are available for download. Our knowledge base of technical information is available to all support customers over the Internet. We put this wealth of information at your fingertips by leveraging advanced indexing and search technology to provide a powerful and easy to use Web-based knowledge base. This is the place to get up to the minute technical information about our products and the environments and platforms they interact with.

Optional Technical Support Services Offerings

Extended Support Hours

As part of Epicor Technical Support's ongoing commitment to providing world class service, we provide 5x24 Technical Support. Epicor's 5x24 Support covers the hours 6pm Sunday – 6pm Friday (Pacific Time). Epicor's 5x24 support policy also includes limited Technical Support Coverage for the Standard US/Epicor Holidays. Customers can submit calls at anytime via the Epicor Customer Portal.

Expanded Weekend Coverage (By Appointment Only)

Epicor's Technical Support realizes that many customers would like to contract for additional support coverage for specific planned system events, like upgrades, which fall outside the normal business weekday support coverage. For a nominal additional fee, we can arrange for you to have your own personal support contact over most any weekend as long as this is scheduled in advance.

eLearning

Epicor Technical Support also offers Web-based eLearning training sessions. eLearning consists of prerecorded Web-based training sessions that cover key topics on Epicor Software. These topics are used by our customers to stay up to speed on the latest Epicor has to offer. eLearning enables Epicor customers to keep their staff up-to-date on the latest software features with little or no down time. These sessions provide Epicor's customers with a flexible training option without incurring the cost of class room training. New topics are added monthly.

Epicor Technical Support has extended its traditional online training courses to include low-cost individualized Web training sessions for our customers.

Professional Services

Overview

Epicor's Professional Services organization helps midmarket companies implement a complete enterprise software solution, quickly and cost-effectively. By coupling its product suite with a large, well-trained Professional Services organization, Epicor makes implementing enterprise applications simpler by providing a single-stop solution for all customer needs.

In addition to Epicor's own professional services consultants, we partner with many Value Added Resellers (VARs). VARs are certified on Epicor products and even offer specialized implementation services for geographic markets or specific vertical markets.

Implementation Support

To help you achieve successful, live operation as quickly and as productively as possible, Epicor's professional services team employs an integrated consulting approach consisting of several fundamental principles.

Technical and Functional Expertise

The basis of our consulting success is a robust knowledge base concerning not only our products and how they function but also how you can utilize them most effectively to maximize the return on your investment. Our consulting organization is staffed with Microsoft-certified professionals, Visual Basic and SQL Server software programmers, and applications experts who have backgrounds in the industries we serve.

Consultants work with you to design your system, explain the functional and technical details of system processes, troubleshoot implementation issues, and concurrently, transfer our extensive knowledge to you.

Customer Solutions

Epicor's Professional Services organization has unmatched experience in implementing solutions that span customer relationship management, supplier relationship management, distribution, financial accounting, and enterprise services automation. The organization boasts a proven track record with thousands of successful implementations around the world.

Because Epicor is a leading enterprise application provider in the midmarket offering its own easy-to-implement, cost-effective solutions, Epicor's Professional Services organization can deliver tangible business results faster and more efficiently.

Proven Implementation Methodology

Our implementation methodology is based on years of field experience implementing our products in hundreds of organizations and provides a compilation of approaches, instructions, techniques, templates and sample deliverables to facilitate implementation projects. The methodology acknowledges the architecture, technology, and personnel requirements for a successful implementation. It also recognizes the requirements for success and increases the chances of quickly and painlessly reaching implementation goals and objectives. It is also highly customizable to each customer's specific requirements, timetables, and resources.

Upgrade Services

Epicor Consulting offers complete upgrade services. By enlisting services from the consulting team, you will have access to the experiences of many upgrades. The Epicor consulting team can help you understand the new features and functionality and assist you in both the technical aspects and the business process aspects of migrating to new versions. You will be provided with a set of consulting and training services to guide you along the fastest migration path in order to maximize the value of your upgrade.

ROI Optimization Program

Epicor Professional Services has recently developed an exciting new program to provide our customers with post go-live support services: This program is the eServices ROI Optimization Program.

The main objective of the ROI Optimization Program is to ensure that your business systems remain highly optimized and fully leveraged. As with most business software, customers typically use only a partial amount of the available functionality initially. Epicor eService consultants can help you maximize the return on your current system investment and implement additional features that you might not be aware of. The intention of the program is to share best practices across our customer base and to ensure your business is getting everything possible out of your Epicor Enterprise investment.

Integration Services

Leveraging the Internet is not just about putting a catalog on a Web site. The Internet can fundamentally change the way a company does business, uses systems, and communicates with its customers, suppliers and partners. Epicor has been helping its customers connect their businesses to the Internet for years, and it understands the impact of it on our customers' businesses. As a result, Epicor has established a specialized Professional Services team that is focused on implementing e-commerce solutions.

Epicor's eIntegration Services team has the experience to implement Epicor eBusiness systems, from electronic storefronts to supply chain integration to customer portals. Epicor consultants are experienced with protocols, security, virtual private networks, XML schema standards, Microsoft Site Server, Microsoft IIS, HTML, DHTML, ASP's, Scripting, Microsoft DNA and a host of other technologies necessary to link up to the Internet. More importantly, eIntegration Services understands all aspects of Epicor's customers' businesses so the team knows how to tie eBusiness systems with sales, marketing, finance, distribution and manufacturing systems to e-enable an entire business – not just a Web site.

Global Presence

Our consulting resources are deployed regionally to effectively deliver services when and where you need them. Regional consulting offices are based in our North America, Latin America, EMEA and Asia Pacific regions.

Product Education

Epicor's Product Education department has been extremely successful in transferring our years of experience to you, our customers. Our continuously updated, hands-on, interactive classes impart a deep level of understanding of the functionality of the system. Our experienced, knowledgeable instructors equip you to make the best implementation and configuration decisions for your business. Real-life exercises and examples enable you to apply classroom concepts to precisely meet your company's individual needs and unleash the power of your e by Epicor solution. Our new eLearning series of courses allow you to take many classes from the comfort of your own office. These courses cover topics such as new product information, technical reviews, advanced features, product overviews, etc.

If you have a large number of individuals to train, you may wish to schedule on-site education to avoid travel costs. This allows us to focus on those issues critical to your business, and you can train a larger number of people.

User Groups

Overview

In Epicor user groups have been organized throughout the world. These user groups provide opportunities for our customers to share experiences and ideas with each other and with the Epicor product marketing and product management teams. The feedback from these groups positively influences our products, our partner relationships and our services.

User Group Leadership Council

The Epicor User Group Leadership Council (EUGLC) consists of representatives from all Epicor product lines. The purpose of the leadership council is to represent the customer base and assist Epicor in being responsive to its customers' needs. The council has the opportunity to influence product development plans and customer support procedures to ensure that both our software products and our services meet our customer needs.

The User Group Leadership Council submits a prioritized list of issues and product enhancement requests to product management. Epicor then reviews these requests with the EUGLC in the form of a product summit. Product Summits consists of members of the EUGLC, key customers, and representatives from Epicor product management, product marketing and technical support teams. The agreed upon software fixes and enhancements are incorporated into the next product release.

It is important to note that we will continue to address issues reported by individual customers directly to technical support. However, the User Group Leadership Council has the unique opportunity to actively participate in Epicor's release planning and prioritization process.

About Epicor

For 20 years, Epicor has been a recognized leader dedicated to providing leading edge enterprise software solutions to midmarket companies around the world. With over 15,000 customers, Epicor delivers end-to-end, industry-specific solutions that enable companies to immediately improve business operations and build competitive advantage in today's real-time global economy. Epicor's comprehensive suite of integrated software solutions for Customer Relationship Management, Financials, Manufacturing, Supply Chain Management, and Services Execution and Control provide the scalability and flexibility to support long-term growth. Epicor's solutions are complemented by a full range of services, providing a single point of accountability to promote rapid return on investment and low total cost of ownership.

