Epicor ERP in the Cloud Buyer Q&A

Answers to commonly
asked questions about
Epicor® ERP in the public cloud

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Introduction

For companies considering deploying their mission-critical business applications in the cloud, it is common to have questions relating to security, data protection, privacy, availability, and datacenter operations.

As part of our commitment to transparency, this document compiles the answers to your frequently asked questions.

Our mission is to leverage the cloud to deliver Epicor ERP with the high level of performance, quality, security, scalability, and reliability that our customers expect.

With cloud environments, customers do not manage or control the underlying infrastructure, network, servers, operating systems, storage, or applications—except for customer-specific customizations and supporting on premises applications. This document is designed to provide information on how we deploy Epicor ERP in the cloud for our customers. As a guide, please refer to the Epicor cloud model depiction below for an overview of the three participants involved in a standard deployment of Epicor ERP in the cloud—Epicor, yourself, and Microsoft Azure® as our datacenter partner—as well as the responsibilities and scope of ownership of each participant. When deployed on Microsoft Azure, customers will be provisioned and managed by Epicor on our Azure subscription and are not deploying "on their own" Azure subscription.
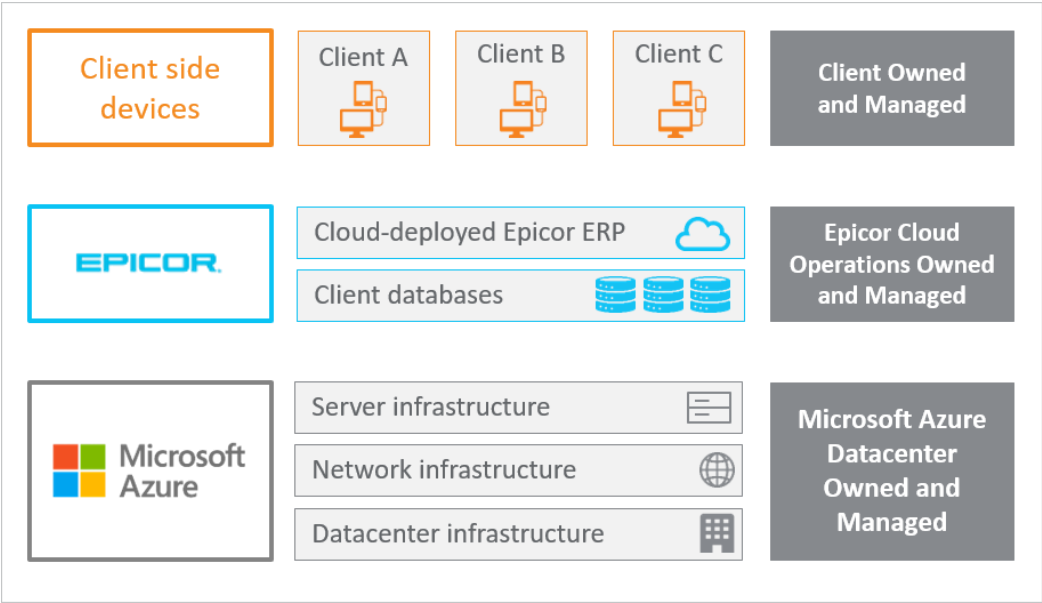
The Epicor cloud model

Certain third-party applications offered by Epicor on a cloud basis are hosted by or on behalf of their suppliers. This document does not address those instances. See your Epicor representative for further details.

How to read this document

Epicor provides public cloud deployments of Epicor ERP. However, in rare cases, Epicor will provide a customer with a private cloud deployment. This document describes only the more common public cloud deployment model.

There are also occasionally differences in our cloud model as a result of geographic or regulatory requirements, and the rapid pace of technology makes for a dynamic business environment. Because of this, changes may have been made in our environment or procedures between the production of this document and the date on which you are consuming it.

A final word on this document

At Epicor we are committed to customer centricity and ensuring transparency in all we do for our Epicor ERP customers. There are—in the interests of privacy and security—certain questions that we cannot answer in a public forum like this. As your evaluation process continues with Epicor, we'd be delighted to explore other technical or business questions you may have about cloud deployments of Epicor ERP. In this case, please contact your Epicor sales representative or customer account manager.

Datacenter Questions

Why does Epicor standardize its ERP solutions on the Microsoft Azure public cloud platform?

Epicor is widely recognized as a leader in enterprise resource planning (ERP) solutions with a proven history of partnering with experts to leverage our domain knowledge. That's why we choose to partner with one of the world leaders in Platform as a Service (PaaS) and Infrastructure as a Service (IaaS), Microsoft Azure.

Epicor and Microsoft have a long-standing strategic partnership that has expanded to a global scale through the power of Epicor ERP running on Azure. Microsoft technologies will optimize productivity and innovation for Epicor, our customers and our partners. Epicor leverages a range of Azure technologies—including Internet of Things (IoT), artificial intelligence (AI), and machine learning (ML—to deliver ready-to-use, right-sized solutions for midmarket manufacturers and distributors. Epicor also taps into Microsoft's technologies for advanced search, natural language processing, and other use cases to deliver modern human/machine interfaces that improve productivity for our customers.

Geographically, where are the Azure datacenters that run Epicor ERP?

Microsoft Azure serves more than 50 regions globally, which aligns with our commitment to customers worldwide. Since we announced our partnership, we have launched Epicor ERP in Azure datacenters worldwide, including regions within the Americas, Asia Pacific, and Europe. Moving forward, we expect our partnership with Microsoft can support our growth into new territories based on market potential and customer demand.

Epicor has selected Azure datacenters in the following locations as part of our initial roll-out of Epicor ERP in the cloud via Azure:

- ▶ **Australia**—Australia East, with Australia Southeast for disaster recovery (DR)
- ▶ **Australia**—Australia Central, with Australia Central 2 (DR) for Epicor customers with Senior Living Solutions (SLS)
- ▶ **Singapore**—Southeast Asia, with East Asia (DR)
- ▶ **United Kingdom**—UK South, with UK West (DR)
- ▶ **United States**—Central US, with East US (DR)
- ▶ **United States**—US Gov locations for Epicor customers who require ITAR compliance

These datacenter regions can serve—but are not limited to—customers located in the following countries: Australia, Canada, Finland, Germany, Hong Kong, Malaysia, Mexico, New Zealand, Sweden, United Arab Emirates (UAE), United Kingdom, and United States of America (USA). This list continues to expand as we regularly evaluate our cloud offerings and strategically align datacenter locations. We are happy to discuss your regional connectivity needs. For details regarding Azure regions, visit https://azure.microsoft.com/en-us/global-infrastructure/regions/.

What are the benefits of Epicor running Epicor ERP in the Azure datacenter versus running Epicor ERP in my own Azure instance?

The Epicor ERP on Azure service provides a level of availability, scalability, security, and cost-effectiveness that can be difficult for customers to achieve on their own, even when they leverage Azure as their IaaS provider. Given the deep knowledge Epicor has of the Epicor product, our strong partnership with Microsoft, and our operational expertise allow us to deliver a best-in-class experience for our cloud customers.

A key benefit of our cloud offering is our ability to create value for our customers through scale. Rather than provisioning Azure virtual machines one-by-one as customers sign contracts or grow, Epicor provisions entire Azure datacenter operations for customers. We are able to pass on to all users more consistency and larger scale than an individual customer would typically provision for themselves.

What are the Internet/network connectivity requirements for running Epicor ERP in an Azure datacenter?

When it comes to your personalized user experience running Epicor ERP on Microsoft Azure, network bandwidth is not the only factor that determines the "speed" of a network as perceived by the end user. Network latency, which is defined as the actual time it takes for an amount of data to be transferred across the network at once, can also impact performance. Online tools can be used to assess bandwidth and latency, helping you gather the information necessary to make an informed decision about your cloud readiness.

How to test Azure-hosted datacenters running Epicor ERP:

- ▶ Go to www.azurespeed.com
- ▶ Select your nearest Azure location running Epicor ERP, which can be provided by your Epicor sales representative

Epicor recommends that users have an average latency of 150 milliseconds (ms) or less for optimal performance of Epicor ERP in the cloud. It is normal for latency tests to vary somewhat based on network and Internet traffic. A spike will not generally be noticeable to end users, but sustained latency will create a slower experience.

How to test your local internet connection:

- ▶ Go to www.speedtest.net
- ▶ Record download speed and upload speed five times during the day
- ▶ Use the below table to record your speeds and determine your average result

Date / Time	Download Speed	Upload Speed

The bandwidth requirement is generally 10 Kbps to 500 Kbps; download speed should be at least 5 Mbps for ten users, requiring an additional 100 Kbps per user after the initial ten. These requirements vary and may impact performance of any cloud service your business uses—depending on the volume of data transferred.

Not measuring up? Excessive network latency or interruptions can be caused by your internet provider's transmission medium (optical fiber, wireless, etc.), routers, and intermediate devices such as switches and bridges causing delays. We recommend contacting your internet and/or network provider for assistance, as this will impact your cloud services from any vendor.

Are there any unique connectivity considerations for a global customer?

Epicor runs multi-company customers within the same Azure datacenter. All users connect to that datacenter from each of their locations. Global customers with any connectivity concerns can host user desktops in a location with better connectivity or consider using Azure-based terminal services—under their own Azure subscription—within our primary datacenter to alleviate potential latency issues.

What is the Azure Security policy?

Microsoft Azure is widely recognized as one of the world's most secure cloud platforms. Its virtual and physical security policies are constantly evolving with technology advances. Please visit https://docs.microsoft.com/en-us/azure/security-center/ for the latest information.

What is the Epicor Disaster Recovery and Backup strategy in Azure?

Epicor leverages the Microsoft Azure Disaster Recovery (DR) strategy, which is built on best practices that evolve with the industry and security standards. Several copies of customer data are replicated in near real time in primary and secondary datacenters. Epicor leverages Microsoft best-practice technologies to facilitate a rapid recovery in the unlikely event the primary datacenter is rendered inoperable:

- ▶ Microsoft SQL Server® Availability Groups are used by Epicor to replicate databases in near real time from the primary to secondary datacenter.
- ▶ Azure Site Recovery is used by Epicor to replicate application servers daily from the primary to secondary data center.
- ▶ Backups are taken daily, and retained for 30 days.

How do Epicor and Microsoft Azure protect me from a ransomware attack?

Security is our top priority, and protecting you from ransomware and malware is a critical component. Epicor leverages Microsoft AntiMalware for Azure, a Microsoft service described here: https://docs.microsoft.com/en-us/azure/security/azure-security-antimalware. This service includes real-time protection, scheduled scanning, malware remediation, and signature updates for up-to-date protection against viruses.

How many datacenters does the application replicate across, so that there is no single point of failure?

Applications and data are replicated near real time to a secondary datacenter.

What is the failover time/latency?

In the event of a component failure in the primary datacenter (e.g., a database server fails), a secondary server is typically available within a few seconds.

In the unlikely event of a datacenter failure (requiring disaster recovery), the secondary site will be available with an 8/2 RTO/RPO. For reference, the Recovery Time Objective (RTO) is a standard term that measures how many hours it would take to restore operations. Recovery Point Objective (RPO) defines the maximum allowable amount of lost data measured in hours from a failure occurrence to the last backup.

Do customers have access to Azure monitoring tools?

No, as a SaaS service, Epicor is responsible for monitoring your platform.

How does Epicor ensure High Availability (HA) in Azure?

Epicor ERP on Azure leverages load balancing and clustering to provide high availability for all users. This is designed to provide a consistent user experience with minimal business interruptions.

How does Epicor scale using Azure?

Epicor monitors the performance of Epicor ERP on Azure 24x7, and can rapidly scale to address demand.

Epicor ERP Application Questions Relating to Cloud Deployment

Is my Epicor ERP system deployed in a public or private cloud model?

Epicor ERP is deployed in a public cloud model, except in rare business cases requiring a private cloud. Architecturally, each customer has their own SQL database, but share the application services. This model is widely used in the cloud-computing industry for its flexibility, security, and consistent performance.

Do I receive a testing system for my Epicor ERP?

Yes, every Epicor ERP public cloud customer has a "pilot environment" that is used for testing. The pilot environment is a copy of the production database and is refreshed on customer request through EpicCare. One exception is that the pilot environment is always refreshed by Epicor during the release upgrades that occur twice a year, so that customers may test the upgraded software in the pilot environment before the production upgrade.

The pilot system is run on a scaled-back environment rather than a full production system, and it does not have the following modules installed—Epicor Web Access, Epicor Mobile Access, Enterprise Search, or Epicor Data Discovery. We offer a "Premium Pilot" option for customers who wish to enable Epicor Web Access, Epicor Mobile Access, and Enterprise Search in the pilot environment.

For customers with development needs, such as complex BPMs and Epicor Product Configurator, Epicor provides Additional Environment(s) for an additional fee. These are identical to the pilot environment and therefore provide customers with the ability to have a traditional development, test, and production environment.

Are there specific technical or infrastructure requirements for my network?

The Epicor ERP "Smart Client" (used by most customers) requires a computer capable of supporting the Microsoft .NET Framework 4.7.2 and later. The Epicor ERP Web Interface is a web-based alternative to the Smart Client that operates on most modern browsers, including Microsoft Internet Explorer®, Mozilla Firefox®, Google Chrome®, and Apple® Safari®. Communication between the Smart Client and the Azure datacenter is HttpsBinaryUsernameChannel.

This HTTPS binding authenticates transactions using an Epicor Username and Password. The data transfers between the client and server using Hypertext Transfer Protocol Secure (HTTPS). HTTPS encrypts the data transfer.

Protocol binding features:

- ▶ Epicor user account (User ID/Password) token required for authentication
- ▶ The protocol is an Epicor Custom Binary Serialization
- ▶ The protocol uses .NET v4.5 compression
- ▶ HTTPS encrypts the transport between the client and the server

It is important to note that Epicor does not allow IP filtering at the datacenter level.

Some customers may choose to deploy specific extensions, or third-party modules that have technical requirements beyond the basic Epicor ERP requirements or introduce other on-premises hardware requirements. Specific technical requirements for these devices and third-party modules are beyond the scope of this document.

What is the primary technology stack upon which the cloud deployments of Epicor ERP are built?

Epicor is proudly built on a Microsoft technology stack, optimized for high performance cloud deployment.

Do all components run in the cloud? Do I have any infrastructure burden?

The PC workstations, barcode printers, scanners, and other pieces of "user" technology run on your premises. Beyond these, there are some components or integrated applications of Epicor ERP in the cloud that may have an on-premises footprint depending on their configuration.

For example, some of our financial reporting technologies are plug-ins to Microsoft Excel®, which need to be installed on the PCs that will use Excel for Financial Reporting. Your Epicor sales representative or customer account manager can discuss this with you in more detail if it applies.

Is my Epicor ERP data encrypted in the cloud?

Yes, all data is encrypted as it travels from the Azure datacenter to the Epicor ERP application using SSL/TLS, as a means to prevent data from being read.

Are there specific systems-management policies or advisories customers need to be aware of?

Because the Epicor ERP Smart Client is 'self-maintaining' on update, the account under which the Smart Client (if used) is being executed must be granted 'local pc' rights to update itself (installation and Epicor directory write access.)

Public cloud deployments must have the following ports open for bi-directional traffic: 80 and 443, and 21 (if use of file transfer via FTP is a requirement). Certain third-party or Alliance partner products may introduce their own connectivity requirements.

Many issues encountered during installation are caused by local firewalls or antivirus software, which can typically be easily resolved. If this happens to you, try whitelisting these URLs:

- ▶ deploy.epicorsaas.com
- ▶ deployepicorsaas.azureedge.net

Further, it is impossible for Epicor to test every antivirus and security management application, so customers are expected to ensure that any local PC management policies are 'friendly' to their deployment of Epicor ERP in the cloud. For assistance, customers are advised to submit a request for support through the EpicCare portal.

What is the password policy associated with Epicor ERP in the cloud?

Epicor has established minimum password and lock-out policies to maintain security standards for our customers, in accordance with industry best practices.

Customers can manage the specifics of their organizational password policies beyond foundational compliance with the Epicor standard minimums. Passwords must contain at least eight characters and three types of characters—including uppercase letters, numbers, special characters, etc. Epicor requires customers to prompt users to set new passwords within three login attempts.

What devices may I use to connect to Epicor ERP in the cloud?

Epicor is evolving the development of our products to a cloud native architecture, which in the near term will allow access to all Epicor ERP applications from any compatible device. Currently, mobile access to Epicor ERP in the cloud varies by application.

Most customers connecting to a cloud deployment of Epicor ERP use Microsoft Windows® customer machines or tablets (touch-based tablets are especially common on shop floors, or in field service use cases). Many customers have deployed handheld devices for use in manufacturing, distribution, or related industry environments. The specific user experience will vary slightly based on the device.

Does Epicor ERP support Azure Active Directory Authentication?

Yes, Epicor ERP in the cloud leverages Azure Active Directory Authentication to support user account control and security. This replaces the need for Windows single sign-on, which is not supported by Epicor ERP in the cloud. Please note that this feature is not available by default, and it must be requested by submitting a request via our customer support portal EpicCare.

How can I create or disable users, and manage access provisioning?

Every Epicor customer account has at least one administrator, who can directly create or disable user access within the application, as well as manage access provisioning. This is a standard function in Epicor ERP in the cloud. Epicor recommends creating two administrative accounts to ensure you have secondary access.

Your administrator may also create users for Epicor Professional Services or third-party business partners to their pilot and/or production environments.

If customers need to create companies within the application, Epicor Cloud Operations can create companies upon request when submitted through EpicCare, the Epicor customer support portal.

What technical documentation is provided to support the deployment of Epicor ERP in the cloud?

In the Epicor Help files and Epicor ERP in the Cloud user documentation on EpicWeb, we provide a comprehensive set of user readiness assets to help accelerate application adoption within the organization.

Optionally, Epicor ERP in the cloud customers may also subscribe to our Embedded Education environment, which provides structured education classes at the user's pace.

How does Epicor validate and certify Epicor ERP readiness for the cloud?

The Epicor ERP application deployed in Azure datacenters is the same code base we provide to customers for deployment in their own datacenters. To help ensure we maintain this parity, our development teams and third-party software vendors are required to validate cloud-readiness with the Epicor Quality Assurance teams.

What is the cadence of Epicor ERP application updates and upgrades in the cloud?

One of the greatest benefits of choosing 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. All updates applied in our cloud systems are done at no additional cost to our customers. All releases include "update notes", posted to the Epicor ERP in the Cloud EpicWeb documentation site.

It is important to understand the Epicor ERP version numbering nomenclature and timing. A typical Epicor ERP version number is '10.2.300.13'. In this example, '10' represents the Product, '2' represents the Version, '300' represents the Release, and '13' the Update level.

Updates are generally applied on a bi-weekly or monthly basis, and the schedule is published in Epicor Help. Updates are applied to the customer's 'pilot' environment on Tuesday or Wednesday evening, and then promoted to 'production' environments during Saturday night local datacenter time. These are non-disruptive updates to our system, and do not introduce schema changes. We avoid month-end and calendar year-end for your convenience.

Releases are scheduled twice a year with black-out dates to avoid calendar year end. Because they tend to be larger releases and may introduce new functionality release upgrades are installed into a customer's pilot environment no less than one month before their promotion to production, allowing customers to test the new features and updates.

Version upgrades occur approximately every 18-24 months. These often include changes to schema, user interface, and business objects. Like release updates, testing is required, so the upgrades are applied to the customer's pilot environment thirty days prior to the scheduled production upgrade. Customers also receive an additional sandbox environment for more extensive testing.

Product updates are typically more intrusive; and accordingly, we allow extended time and support to test and prepare before introduction into production.

Can I choose to upgrade later, or off-schedule?

If your business is subject to fluctuating seasonal demands or other time constraints, Epicor offers its premium "Epicor Public Cloud Flex Option," which allows clients to defer upgrades for up to 90 days, for an additional subscription fee. With the Epicor Public Cloud Flex Option you may select among two or three alternate pre-selected dates for your upgrade.

Regardless if customers who select this option choose to stay on cadence or select a later date to upgrade, they still receive the standard one month to test releases in the pilot environment. They do not have the full 90 days to test upgrades, but rather have the option to test and upgrade up to 90 days later if business needs require.

Can customers gain administrative access to the database, access to query their database, or read access to the database?

No, customers cannot access the database directly because cloud leverages shared infrastructure.

Epicor is not able to accommodate the kind of legacy customization requests to connect directly into the database, which is typically requested via ODBC. As a modern best practice, Epicor encourages customers to instead create BAQs against the database, or utilize REST API to access the data and populate Excel via OData links directly to the database. Customers are not able to login to a server in the cloud and open SSMS and run a Select statement or create an ODBC report directly off the database.

How can I customize or configure Epicor ERP in the cloud?

Clients may make user interface level customizations and modifications, leverage our user definable fields, BAQs, BPMs, and make other customizations and configurations unique to their business needs. Generally, these are preserved with release upgrades, though customers are responsible for testing their customizations when pilot environments are upgraded (30 days prior to production upgrades) to ensure continued compatibility.

Form customizations in Epicor ERP are the same in the cloud as on premises. The customer runs on the user's workstation and doesn't have direct access to the share server resources. BPM (often thought of as customization) has some restrictions around calling external DLLs because customers are unable to load custom DLLs on the server. File system I/O access is also not allowed, because this would involve trying to read or write to disk.

Customers can create multi-level BAQ reports and produce reports. Customers that have custom Crystal reports from 9.05 and earlier should look to move those reports to BAQ reports as a best practice.

Our security and isolation models prevent one customer's modifications from interfering with another by rejecting server-side code modifications for optimized security and performance. Speak with an Epicor application consultant to better understand how to accomplish any customizations.

Can I export my data to a useable format?

Cloud customers may have their entire company databases extracted for purposes of moving on premises or to a different cloud deployment model. Beyond that, customers can create their own application data exports (such as inventory or accounts receivables details) to Microsoft Excel (or other formats) through our BAQ utility. We also provide an FTP site if you require moving files in and out of Epicor ERP, but this is designed primarily as a mechanism for integrations versus file storage. Please note that some complex user customizations may not survive exports, and could require assistance from Epicor Professional Services to extract for purposes of replicating to an on-premises environment.

How can I integrate Epicor ERP in the cloud with other applications?

Hybrid technology environments, those that feature a mix of cloud and on-premises applications, typically from multiple providers, is increasingly common. Epicor Integration Cloud powered by Jitterbit is designed to help you integrate your Epicor ERP system with other mission-critical-business applications from vendors who may not provide a native Epicor ERP interface.

Epicor has partnered with Jitterbit to integrate our manufacturing and distribution solutions to other cloud or on-premises offerings. Jitterbit is an Epicor partner and best-in-class integration platform as a service (iPaaS) provider that uniquely connects a hybrid cloud environment, extends current investments, and helps Epicor customers navigate a value-driven path to cloud.

Does Epicor ERP work with Microsoft Office 365?

The use of the phrase "Microsoft Office 365®" can be confusing. Epicor ERP is compatible with the PC-based productivity solutions within the Office 365 (and other recent version of Microsoft Office.) For example, the Microsoft Excel Spreadsheet is leveraged by our XL Connect financial reporting tool, and our Information Worker module integrates with other aspects of Office.

However, some server-side components (such as the Office 365 SharePoint® Server) that exists within select Office 365 SKUs are generally not compatible with Epicor ERP in the cloud unless it is carefully AD Federated with your environment, generally for reasons of identity management—that is to say that the Server components of Microsoft Office 365 are not passing user identity information to Epicor ERP in the cloud. If you have specific questions about Microsoft Office, please contact your Epicor sales representative.

Epicor Cloud Policy and Operation Questions

Can I select the Azure datacenter my Epicor ERP instance will be deployed?

By default, customers are located in the datacenter that are geographically closest in the interest of minimizing network latency. For customers in the United States that must comply with ITAR, you may select the premium offering "Epicor Government Cloud Option," which automatically places you in the Azure Government Cloud datacenters in the United States. For Epicor Senior Living Solution (SLS) customers in Australia, you are automatically placed in the similar Azure Government Cloud datacenters in Australia. Any customer located in a country with data sovereignty laws is encouraged to seek legal advice regarding cloud deployments. We will work with all customers who have a business, legal, or technical preference to try and accommodate their needs.

What is the Epicor Service Level Agreement (SLA) related to system availability?

Deployments of Epicor ERP in the cloud generally have a 99.5% SLA, excluding our service maintenance window (discussed elsewhere in this document).

The Epicor SaaS Service Level Agreement available on our website, located at https://www.epicor.com/company/customer-agreements.aspx.

NOTE: The Epicor SLA only applies to production systems. Additional, Embedded Education, and pilot systems are not covered by our SLA.

What happens if Epicor fails to meet the published SLA?

If we fail to meet our 99.5% SLA, customers are eligible to financial rebates. Full details and an example are available in the Epicor SLA.

What are the Epicor scheduled maintenance windows?

To reduce any impact on customer operations, Epicor cloud maintenance in all regions is currently reserved from 2200hrs Saturday to 0400hrs Sunday (local datacenter time) each week. Of course, this time is simply 'reserved' for maintenance, and does not necessarily mean that you would experience any application downtime during this 6-hour window.

Maintenance windows are used for both responsive and preventative maintenance efforts.

What is the Epicor policy related to system access and application support priority and severity?

Epicor offers two levels of service and support options to our customers. Epicor Essential Support provides 24x7 support services for priority 1 cases, included in your Epicor ERP in the cloud subscription. Customers who need more comprehensive coverage may select the Epicor Pro Support option for an additional fee. Epicor Pro Support customers receive 24x7 support for priority 1 and 2 cases, among other features.

Priority 1 Cases

The product is unable to function in a production environment—system is completely down—and all business processes cannot continue. For SaaS it means the inability to access the SaaS or hosted environment. You experience a complete loss of service and impacts all users. Reasonable efforts will be made to respond to Priority 1 cases within one hour. Note: return to service model only (Epicor is unable to perform development and/or bug-fix related services outside of standard business hours).

Priority 2 Cases

You experience a severe loss of service. Important features are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion. Priority 2 issues include situations such as the following:

- ▶ Situations impacting production for multiple users, however, system is not down
- ▶ Errors while running business critical reports or processes
- ▶ Processes are frozen or standard defaults are missing
- ▶ Form printing issues e.g. checks or invoices
- ▶ For SaaS, it is the inability to access one or more material functions of the SaaS or hosted environment

The primary channel to communicate with the Epicor support services is through EpicCare—the Epicor customer support portal. Epicor ERP in the cloud customers also have access to our online knowledge base—providing self-service capability and access to many of the same systems on which our internal consulting and support staff rely.

We regularly review our support offerings to better serve our customers. Please consult with your Epicor sales representative for the latest program details or visit EpicCare and submit a Service Plan Request to learn more.

How am I notified about unexpected outages or emergency maintenance?

In the unlikely event of an unexpected maintenance or operational issue that we believe might impact your ability to access any part of your Epicor ERP, we contact all affected customers via email and/or in-app messaging promptly upon becoming aware of the issue. Customers may have any number of contacts on their 'To-Notify' distribution lists, including third-party consulting partners who have customer authorization to interact with Epicor on behalf of the customer.

What is the Epicor Cloud Reliability Center?

Regardless of your support service selection or how you choose to engage, our cloud customers receive an extra layer of protection from the Epicor Cloud Reliability Center (CRC) located at the Epicor headquarters in Austin, Texas, United States. 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 is not a Support team that could interact directly with you, but rather they continuously work behind the scenes to keep your Epicor ERP system running smoothly, so you don't have to.

Does Epicor conduct routine "vulnerability testing" of cloud systems?

Yes. Epicor employs a trusted, 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.

Who is my Epicor contact for technical or business issues?

Customers are assigned multiple Epicor staff to support their ongoing success.

All customers are assigned a customer account manager who will be your account and business contact throughout your relationship with Epicor. They will act on your behalf for all administrative topics, and as an internal champion for you within Epicor.

From 'pre-implementation planning' through go-live, you will be supported by the Epicor Professional Services team, who will work with you to optimize the product's configuration to meet your business needs and answer application questions. This team will work with our education teams to help ensure your administrative and operations staff is fully trained on the Epicor ERP solution.

Ongoing technical support issues are channeled through EpicCare, our customer support portal. For certain technical issues, this team may engage our Cloud Operations team who has access to more comprehensive technical tools. (Access to Epicor production environments is limited to support and operations staff. Development and test teams may be granted access to information provided within the production environment to help troubleshoot issues).

Some customers also elect to engage an authorized Epicor partner to assist with their initial implementation and ongoing application service needs. With explicit customer permission, these partners may be granted access to select components of a customer's cloud-based Epicor ERP deployment.

How does Epicor safeguard my proprietary data?

We operate our cloud services with security as a key principle and want to ensure you have an accurate view into our security efforts. As a result, we have implemented and will maintain both application and policy-level mechanisms that are designed to protect your sensitive data.

All Epicor ERP data is encrypted while 'in flight' at the transport layer from our datacenter to your client computing devices using SSL/TLS.

From an Azure security policy perspective, we recommend you visit https://docs.microsoft.com/en-us/azure/security/ for the latest information.

Epicor has gone to great lengths to secure key industry certifications to validate our commitment to protecting your key data (outlined in the 'certification' section of this document), and we leverage leading intrusion detection and monitoring practices to proactively safeguard our systems.

Further, all network passwords are 'highly complex' and our password change management policy is designed to be rigid in enforcing compliance and logging.

Does Epicor actively monitor system usage by subscribers?

Our systems monitoring tools continually monitor all systems for utilization, capacity, and performance and environmental variables. At no time do we monitor the specific activities or business transactions within a customer's system, except as part of a customer-initiated customer-support issue.

When a computing resource threshold is reached or an irregular event occurs, our monitoring systems generate warnings so that operations staff can address the threshold event. System performance and capacity utilization is proactively planned to optimize the environment and reduce risk.

Does Epicor virtualize datacenter infrastructure?

Yes, Microsoft Azure leverages virtualized datacenter infrastructure.

How does Epicor support a multi-national company in a cloud environment?

Epicor ERP is available in over thirty languages and features country-specific functionalities that are applicable to nearly forty countries. Cloud deployments of Epicor ERP are often used to unify a company's global operations with tools such as multi-currency management, multi-languages, and multi-site management. Please refer to other questions in the document regarding Azure datacenters around the world and data sovereignty considerations.

Do you offer API or web services access to Epicor ERP in the cloud?

Yes. Customers may communicate with Epicor business logic 'methods' by using our REST API. Epicor certified third-party solutions may also access our APIs in a cloud environment. More information about our ISV Program can be found here https://developer.epicor.com/.

Web Services calls that are deemed to present security, performance, or scalability violations will be immediately terminated. Customers will be advised of the reason for the termination as soon as practical and will be given the opportunity to remedy the problem.

To what regulations and certifications do Azure datacenters comply?

Epicor selected Microsoft Azure as a cloud platform provider because we believe it offers the best foundation for building and deploying enterprise business applications. This is in part due to the Microsoft Azure comprehensive set of compliance offerings, which currently contains more certifications and attestations than any other cloud service provider.

Azure meets a broad set of international and industry-specific compliance standards, such as General Data Protection Regulation (GDPR), ISO 27001, HIPAA, FedRAMP, SOC 1 and SOC 2. Additionally it meets country-specific standards that include Australia IRAP, UK G-Cloud, and Singapore MTCS.

For the latest information about Azure compliance certifications, please visit https://www.microsoft.com/en-us/trustcenter/compliance/complianceofferings.

Is Epicor ERP in the cloud ITAR (US State Department International Traffic in Arms Regulations) certified?

Yes. For U.S.-based companies that must comply with ITAR, Epicor makes available, for an additional fee, a premium offering called "Epicor Government Cloud Option." Your database will be operated out of the Azure Government Cloud datacenters.

Although stated elsewhere that third-party products are not in scope of this document, it is important to note for matter of compliance that some of these solutions are known to be outside the scope of ITAR compliance. Please discuss with your Epicor sales representative—and in some cases—independent legal counsel.

May I load my own corporate applications onto an Epicor ERP Server/run my applications in your datacenter?

Only Epicor-certified third-party solutions may be loaded into our production environment.

We will be happy to explore options to help integrate Epicor ERP in the cloud to other corporate applications. Generally, we advise customers to leverage our Service Connect, REST Integration, or the Epicor Integration Cloud (EIC) offerings for this sort of enterprise integration. Please discuss your specific needs with your Epicor sales representative for more information on your integration options.

May I directly connect to my Epicor ERP server through WTS or SSH/Terminal?

To protect your systems and the integrity of our environment, we do not allow for direct connectivity to the Server Console user interface.

When does a cloud subscription 'start' for purposes of billing?

Generally, the customer contract term (and billing) begin the first of the month following order contract submission.

What training is required for a deployment of Epicor ERP in the cloud?

Training requirements will vary widely by customer, modules deployed, and configuration. Training is typically provided by Epicor consulting services, Epicor University, or an Epicor Consulting partner.

Do customers have access to EpicWeb?

Yes. EpicWeb has a dedicated "Epicor Cloud ERP" section which you can find here: https://epicweb.epicor.com/products/epicor-cloud-erp/documentation.

This is where information, documentation, and communications unique to cloud customers is made available. Epicor Cloud ERP customers also have access to the Epicor ERP 10.x section of EpicWeb.

Can I request a backup copy of my Epicor ERP data?

Epicor does not provide backups of a customer's production system on demand. However, a copy of the system is available by special request, subject to then current fees.

What happens at the end of my contract term?

Epicor is committed to your success, and we always hope that you renew your subscription to Epicor ERP in the cloud. We understand you have choices, and we truly appreciate your business.

At the end of your current contract term, your contract with Epicor will automatically renew on an annual basis unless you contact us to sign up for a new multi-year agreement as specified in the Epicor SaaS Services supplement available on our Epicor Customer Agreements website. You can also work with your sales representative to sign a new multi-year agreement—as long as this is completed before the auto-renewal notification period.

Will you sell my data to any third-party organization?

Never. Epicor respects the exclusive ownership of your data. We will never sell (or otherwise monetize) your private data.

Are there data storage/bandwidth limits associated with my Epicor ERP cloud deployment?

Your monthly subscription to Epicor ERP includes application data storage and bandwidth. This is subject to change as the amount of data increases and storage requirements evolve.

I have more questions—what should I do?

Please contact your Epicor sales representative or customer account manager. We are happy to discuss any questions you may have

About Epicor

Epicor Software Corporation drives business growth. We provide flexible, industry-specific software that is designed around the needs of our manufacturing, distribution, retail, and service industry customers. More than 45 years of experience with our customers' unique business processes and operational requirements is built into every solution—in the cloud or on premises. With a deep understanding of your industry, Epicor solutions spur growth while managing complexity. The result is powerful solutions that free your resources so you can grow your business. For more information, connect with Epicor or visit www.epicor.com.

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