

Epicor Kinetic Cloud Services



Encompass Cloud Advanced Services provides maintenance, management and technical support for your system

> Service Details

> Account Management

We manage time consuming engagements with Epicor on behalf of our MS clients. This saves time and burden from Epicor users or system administrators by allowing these individuals to focus on real-time business needs while issues are handled by a trusted Epicor partner.

> Customization

Our resources allow you to easily develop business activity queries or method and data directives for Epicor Cloud support to deliver custom functionality

> Helpdesk Support

Address any Epicor ERP questions or concerns through Encompass' dedicated IT helpdesk.

> Escalation & Representation

Our resources have the technical knowledge and understanding of Epicor's ERP Cloud/SaaS model to streamline technical needs between you and Epicor support. This includes priority to a dedicated Epicor resource for functional or technical needs.

> Clear Communications

Ensure communication regarding technical needs are aligned with Epicor Cloud Support requirements.

> Epicor Updated, Testing & Review

Communicating release schedules and reminders of patches or upgrades for Epicor ERP.

> Service Plans

Encompass Solutions offers two core support plans, Basic and Enterprise, for maintaining our Cloud Advanced Services. Choose the plan that best suits your needs and enjoy seamless maintenance of your cloud services with Encompass.

> Basic

Includes

- Dedicated Account Manager
- Weekly Account Reviews
- Manage Epicor Support Issues
- Application Troubleshooting
- Coordinate Kinetic Update Testing
- Epicor Hotfix (SCR) Installs
- Epicor User Setup & Maintenance
- SSRS Report Modification

> Enterprise

Basic plan PLUS:

- End-User Technical Training
- End-User Functional Training
- User Interface Modifications
- Report & Dashboards Creation
- BPM Creations