

Epicor Kinetic On-Premise Services



Enquire Advanced Support Offers Three Core Support Plans and a Range of Coverage Plans

> Support Plans

Encompass Advanced Solutions offers three core support plans along with a range of coverage hours. Plans do not include major Epicor upgrades.

> Basic

Includes:

- Dedicated Account Manager
- Manager Epicor Support Issues
- Epicor Application Support
- Account Reviews
- Epicor Hotfix (SCR) Installs
- Epicor User Setup & Maintenance
- Epicor Database Copy/Refresh/Move

> Advanced

Includes Basic Plan Plus:

- Epicor Release-Level Updates
- Weekly SQL Maint. Plan Verification
- Monthly SQL Recovery Verification
- Monthly Epicor Server Maintenance
- Quarterly Performance Tuning
- Simple Report Modifications

> Enterprise

Includes Basic & Advanced Plan Plus:

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

> Coverage Plans

Standard coverage plan is included in Basic, Advanced, and Enterprise Support Plans.

> Standard

- Helpdesk Support 8am-5pm ET
- Monday-Friday
- 24 hour Ticket Logging
- Online Issue Tracking

> Extended

- Helpdesk Support 8am-8pm ET
- Monday-Friday
- 24 hour Ticket Logging
- Online Issue Tracking

> Additional Services

Billed as time and material additional services include:

- Screen Customization*
- Application Development
- Admin Training
- Business Process Consulting
- Epicor ERP Install Services
- eCommerce Integration
- SSRS Report Building*
- Business Continuity Services
- Formal Epicor Education System
- EDI Training Support
- Financial Reporting Services
- Functional Training & Workshops*
- Major Epicor Release Upgrades
- New EDI Mapping

**Included in an Enterprise Support Plan*