

Epicor Kinetic Patch Management Service



An update management cycle to keep your Epicor on premise installations in sync with Epicor's update cadence

> About

Encompass' Patch Management Program is designed to upkeep your Epicor system in alignment with the latest patch issued by Epicor Software Corporation. By investing in this program, you are guaranteed that your Epicor ERP system will remain current, except for the major upgrades introduced annually by Epicor.

> Service Details

> Patch management service

Encompass' patch management services include:

- Update client workstations/enviornments
- Limited application troubleshooting
- Update applied up to four environments
- Update embedded education*
- Update Epicor web access*
- Up to two updates per month
- Update Epicor Ent. Search*
- Defer updates up to 10 days
- Update Epicor help*

**If applicable*

> Add-on-services

> Testing

Encompass will process established scripts for you.

> Script Creation

Encompass will process Epicor best practice Scripts

> Weekend update

Encompass will process Epicor best practice Scripts

**Optional at additional cost*

