

Get Ready for Epicor ERP 10.2.400 in the Cloud

Preparing for Your Upgrade

Epicor Customer Webcast

April 2019



[Click to Watch Replay >](#)

Before we begin—



You are on mute.



Submit your questions anytime.



We'll send you the replay.

Introductions



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Management and
Product Marketing



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Sr. Director,
Cloud Product
Development

Safe Harbor Statement

FORWARD-LOOKING STATEMENTS. Some of the information in the presentations constitute forward looking information, including with respect to future product strategies, financial condition, results of operations, continued profitability and activities of Epicor. While these forward-looking statements represent our current judgment, these statements are based on assumptions that are subject to a wide range of risks and our actual results could differ materially. Epicor undertakes no obligation to revise or update publicly any forward-looking statements.

Agenda

- 1 What's new in 10.2.400
- 2 Tasks and timelines
- 3 What to expect during upgrade
- 4 Resources



Introducing Epicor ERP 10.2.400 in the Cloud



The first of two major upgrades planned for 2019, as part of our regular cadence and commitment to helping your business **grow through innovation.**



Major releases like this bring you much **greater usability, performance, and strategic value** in a single upgrade.



That's why we're giving you **4 weeks to test** and explore these updates before upgrading your production system.





Industry Focused
Investment Pillars

Global

Experiences

Analytics

Ecosystem

Cloud

Product Roadmap

Epicor ERP 10.2.400

Experiences

- Epicor Virtual Agent
- Order Entry Automation
- Mobile Expense Management
- Job Scheduling Board



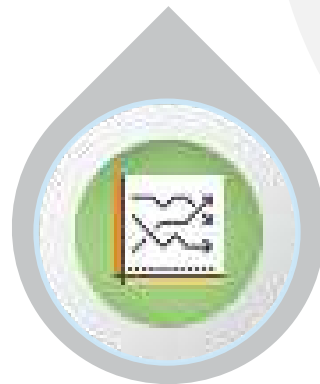
Industry

- Enhanced Project Mgmt
- Epicor Mobile Warehouse
- Supplier Portal
- MES Expansion
- Epicor IoT



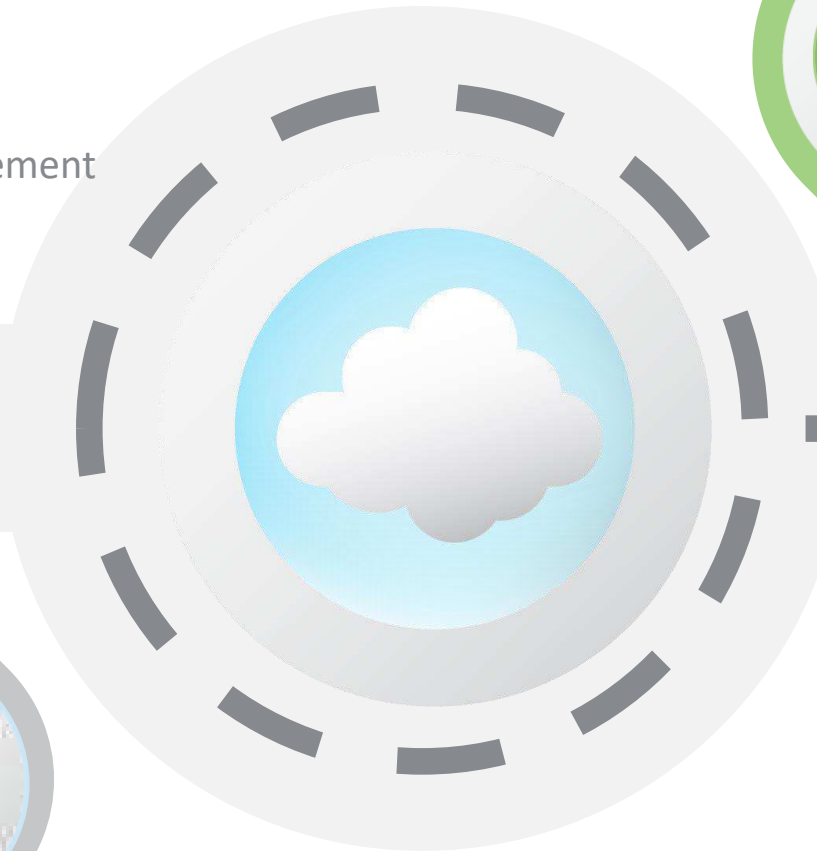
Analytics

- Epicor Data Analytics Expansion
- Epicor Data Discovery Expansion




Future (2019-2020)

- | | |
|-----------------------|-----------------------|
| UX Uplift (ongoing) | Compliance Engine |
| Mobile Apps | Enhanced BI/Analytics |
| ISV Partner Ecosystem | Connected Enterprise |

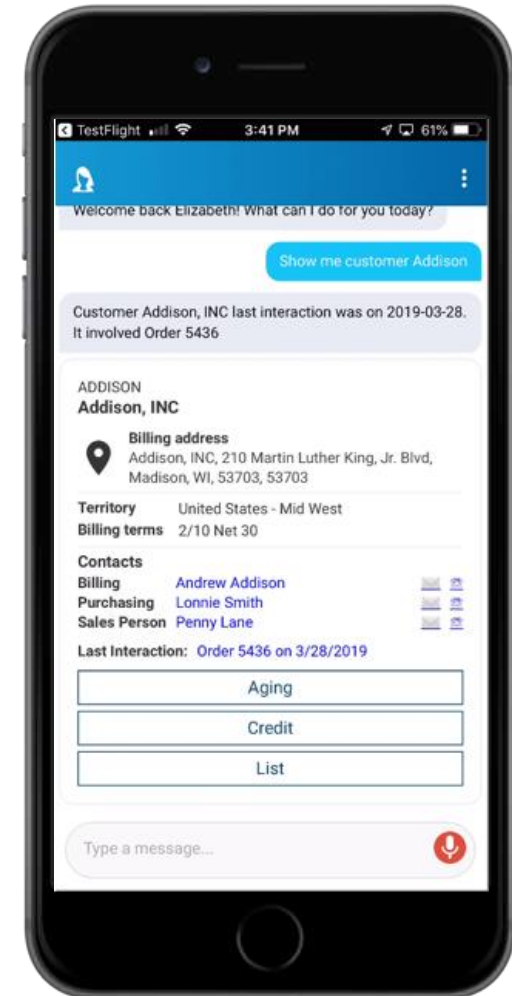


Epicor Virtual Agent (EVA)

New solution
Purchase may be required 

Intelligence personified for Epicor systems

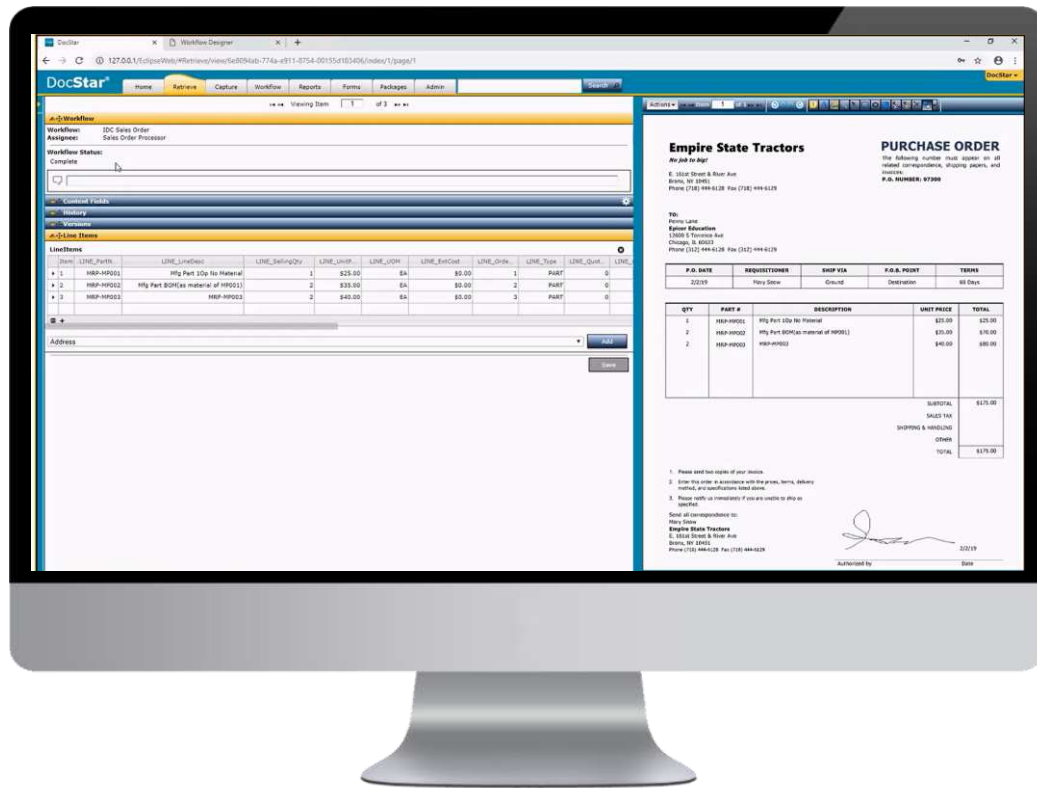
- ▶ Conversational digital agent
- ▶ Azure-enabled, including Natural Language Processing (NLP)
- ▶ Available for iOS and Android in May



Order Entry Automation



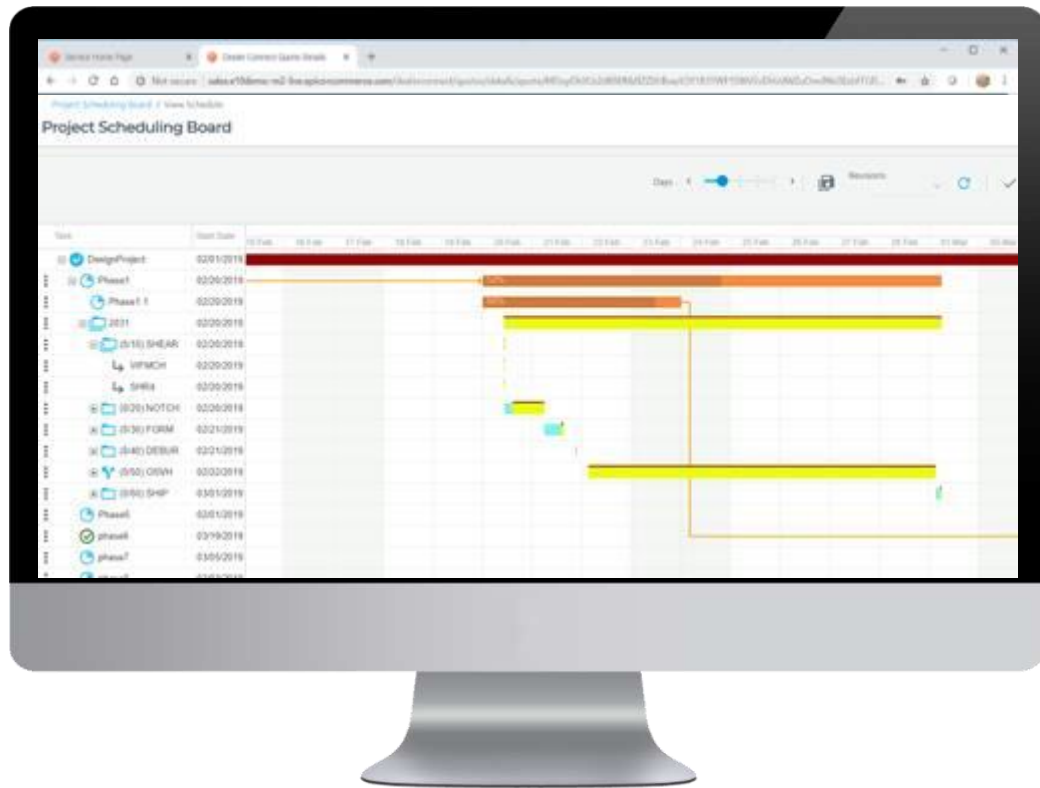
Capture sales orders and reduce manual order entry and errors



- ▶ Captures customer purchase order data from inbound emails, scanned documents
- ▶ Validates orders, then flows into Epicor ERP sales order entry
- ▶ Leverages DocStar and Intelligent Data Capture with Epicor ERP
- ▶ Great solution for repetitive actions and orders

Refreshed Job Scheduling Board

Enhanced usability for a modern, Gantt-based view of scheduling board



- ▶ Faster, easier to use
- ▶ One of the most frequently viewed screens
- ▶ Leverages Kinetic System to provide modern customer experience

Epicor Mobile Warehouse



Next-generation mobile handheld for warehouse and distribution

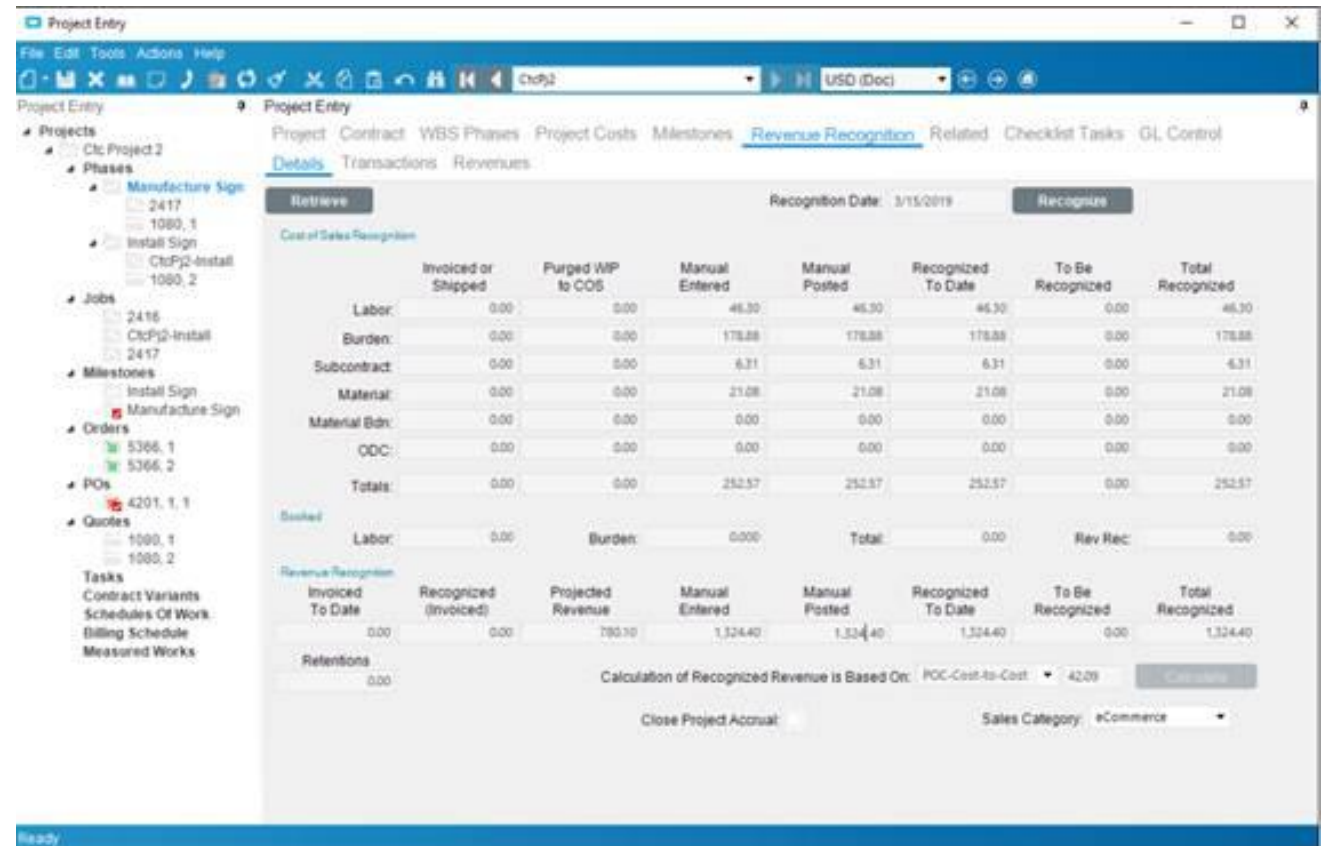


- ▶ Provides workflow optimization for fast and accurate scanning
- ▶ Part and bin level validation and complex sorting and filtering options
- ▶ Reduces time to process transactions, increases accuracy and reduces errors
- ▶ Available on Android, fully integrated to Epicor ERP

Enhanced Project Management

Provide key stakeholders with timely financial information to ensure profitability

- ▶ Revenue recognition by WBS Phase
- ▶ Improved visibility into project stage completion percentage
- ▶ Delivers real-time project analysis through EDA.



	Invoiced or Shipped	Purged WP to COS	Manual Entered	Manual Posted	Recognized To Date	To Be Recognized	Total Recognized
Labor:	0.00	0.00	46.30	46.30	46.30	0.00	46.30
Burden:	0.00	0.00	178.88	178.88	178.88	0.00	178.88
Subcontract:	0.00	0.00	6.31	6.31	6.31	0.00	6.31
Material:	0.00	0.00	21.08	21.08	21.08	0.00	21.08
Material Bdn:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
ODC:	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Totals:	0.00	0.00	252.57	252.57	252.57	0.00	252.57

	Invoiced To Date	Recognized (Invoiced)	Projected Revenue	Manual Entered	Manual Posted	Recognized To Date	To Be Recognized	Total Recognized
	0.00	0.00	790.70	1,324.40	1,324.40	1,324.40	0.00	1,324.40

Retentions: 0.00

Calculation of Recognized Revenue is Based On: POC-Cost-to-Cost 42.09

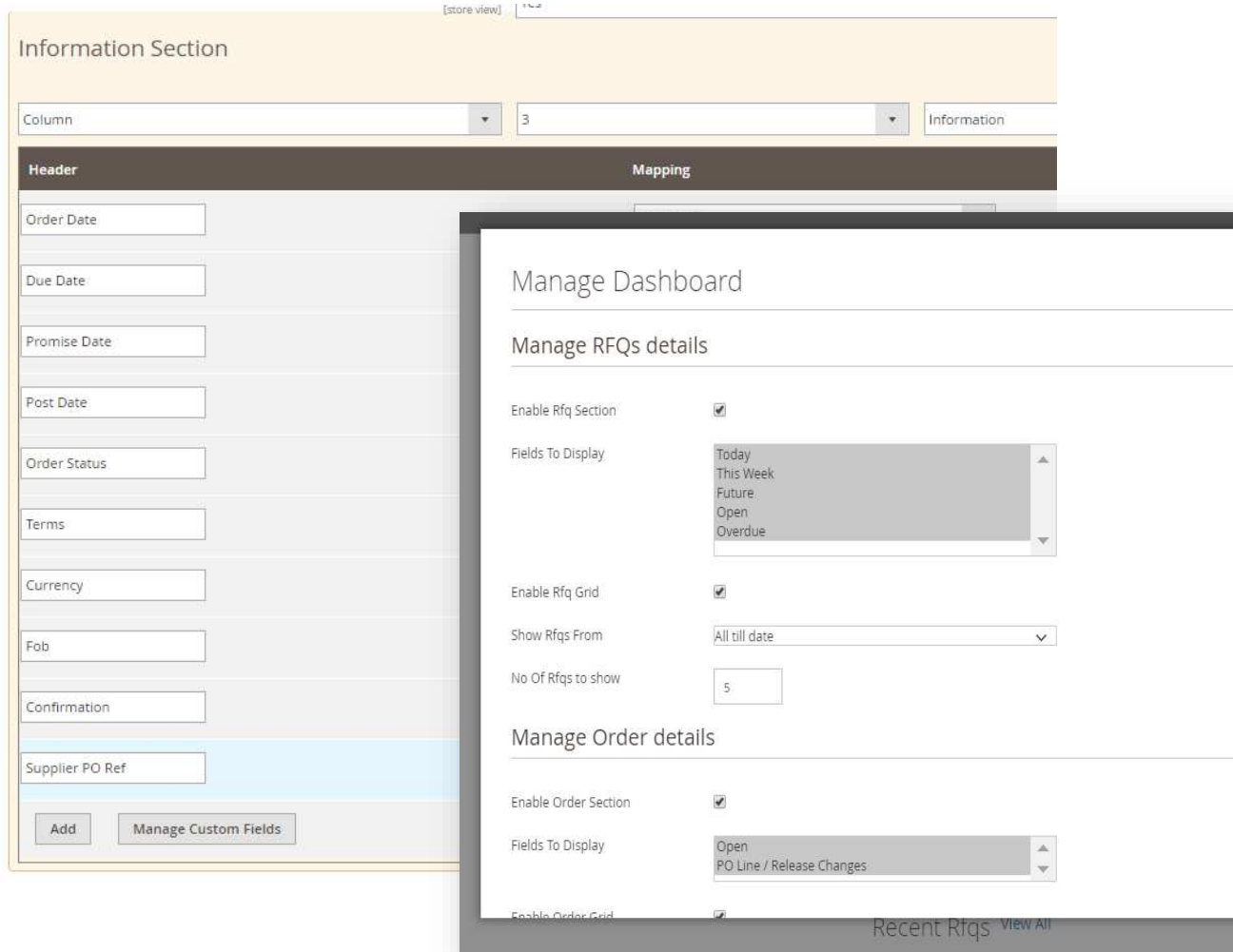
Close Project Accrual: Sales Category: eCommerce

Epicor Advanced Projects

- ▶ Extends Epicor ERP 10 standard Project Module
- ▶ Three new modules:
 - Advanced Project Management
 - Advanced Contract Order Management
 - Advanced Sub-contract Management
- ▶ Available late 2019 in collaboration with our partner Precise

Supplier Portal

Manage supplier relationships, enter purchase transactions and process RFQs

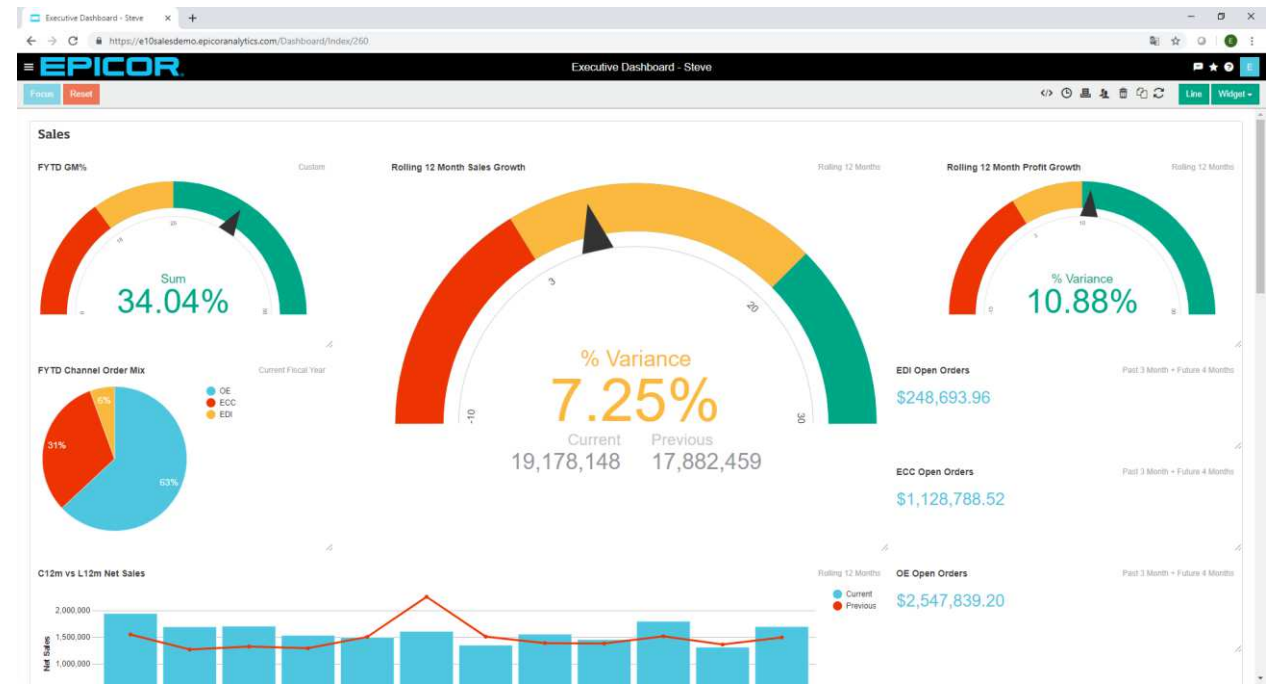


- ▶ Built on Epicor Commerce Connect
- ▶ REST-based communication between Supplier Portal And Epicor ERP for flexibility, security and performance
- ▶ E10 Credit Card module is no longer required to process fully paid credit card orders

Epicor Data Analytics Expansion

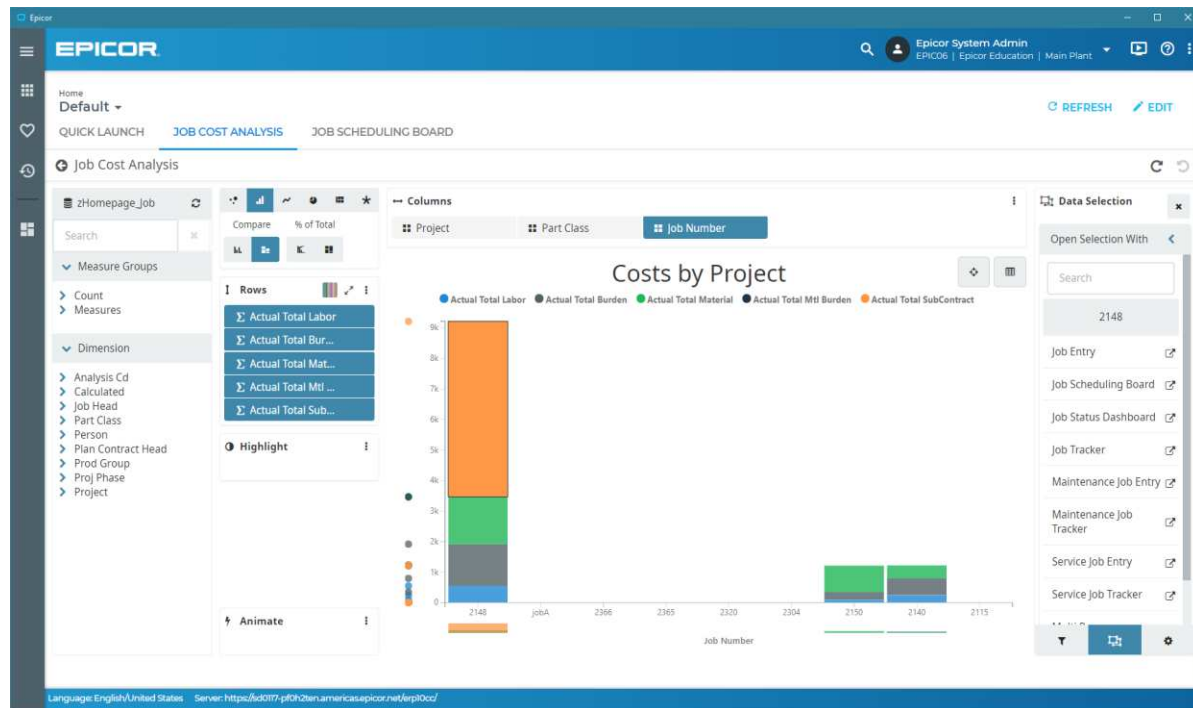
Analytics to provide insights on projects and production management

- ▶ New content packs for field service and preventive maintenance
- ▶ Updated content packs for production and project management, materials management, and Mattec MES



Epicor Data Discovery Expansion

More options on viewing business critical data



- ▶ New sidebar display that allows users to work and see EDD views at the same time
- ▶ “Open with” feature to open Epicor ERP forms and trackers in context
- ▶ EDD Discovery Dashboard widget as a tab on Active Home Page
- ▶ EDD IoT widget to alert decision makers on what needs attention on the shop floor

ERP MES Expansion

Modern refresh to improve usability of popular MES screens

- ▶ Provides users with functional and visual approach and transforms how shop users interact with the system
- ▶ Simplified workflow and modern look and feel with anywhere access
- ▶ Common interface with Mattec Advanced MES Human-Machine Interface (HMI)

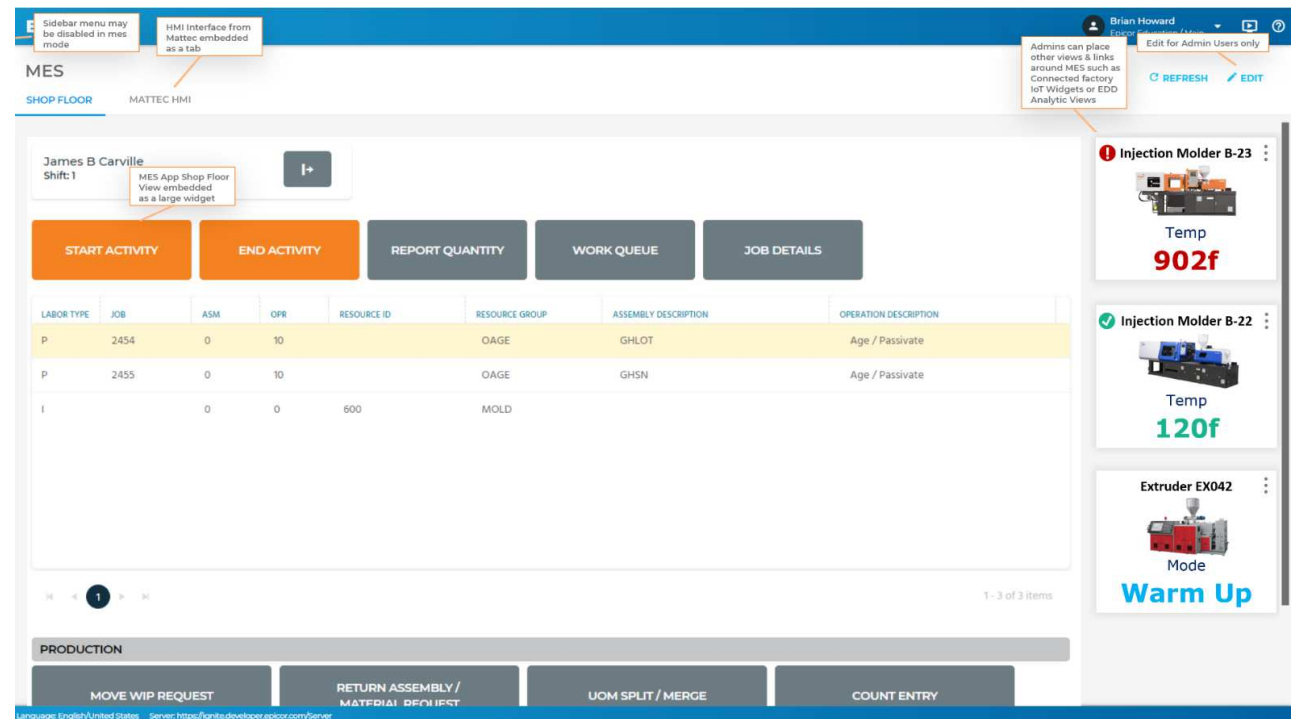
The screenshot displays the MES Shop Floor interface. At the top, there is a user profile for Brian Howard and a navigation bar with 'SHOP FLOOR' and 'MATTEC HMI' tabs. Below this, a user profile for James B Carville (Shift: 1) is shown with a 'MES App Shop Floor' widget. The main area features five action buttons: 'START ACTIVITY', 'END ACTIVITY', 'REPORT QUANTITY', 'WORK QUEUE', and 'JOB DETAILS'. A table lists production data with columns for Labor Type, Job, ASM, OPR, Resource ID, Resource Group, Assembly Description, and Operation Description. The table contains three rows of data. On the right side, there are three machine status cards: 'Injection Molder B-23' with a temperature of 902f, 'Injection Molder B-22' with a temperature of 120f, and 'Extruder EX042' in 'Warm Up' mode. The bottom of the screen shows a 'PRODUCTION' section with buttons for 'MOVE WIP REQUEST', 'RETURN ASSEMBLY / MATERIAL DEFUNCT', 'UOM SPLIT / MERGE', and 'COUNT ENTRY'. The footer includes language and server information.

LABOR TYPE	JOB	ASM	OPR	RESOURCE ID	RESOURCE GROUP	ASSEMBLY DESCRIPTION	OPERATION DESCRIPTION
P	2454	0	10		OAGE	GHLOT	Age / Passivate
P	2455	0	10		OAGE	GHSN	Age / Passivate
I		0	0	600	MOLD		

Epicor ERP and Mattec MES HMI

Modern refresh to improve usability of popular MES screens

- ▶ Common interface with Mattec Advanced MES Human-Machine Interface (HMI)

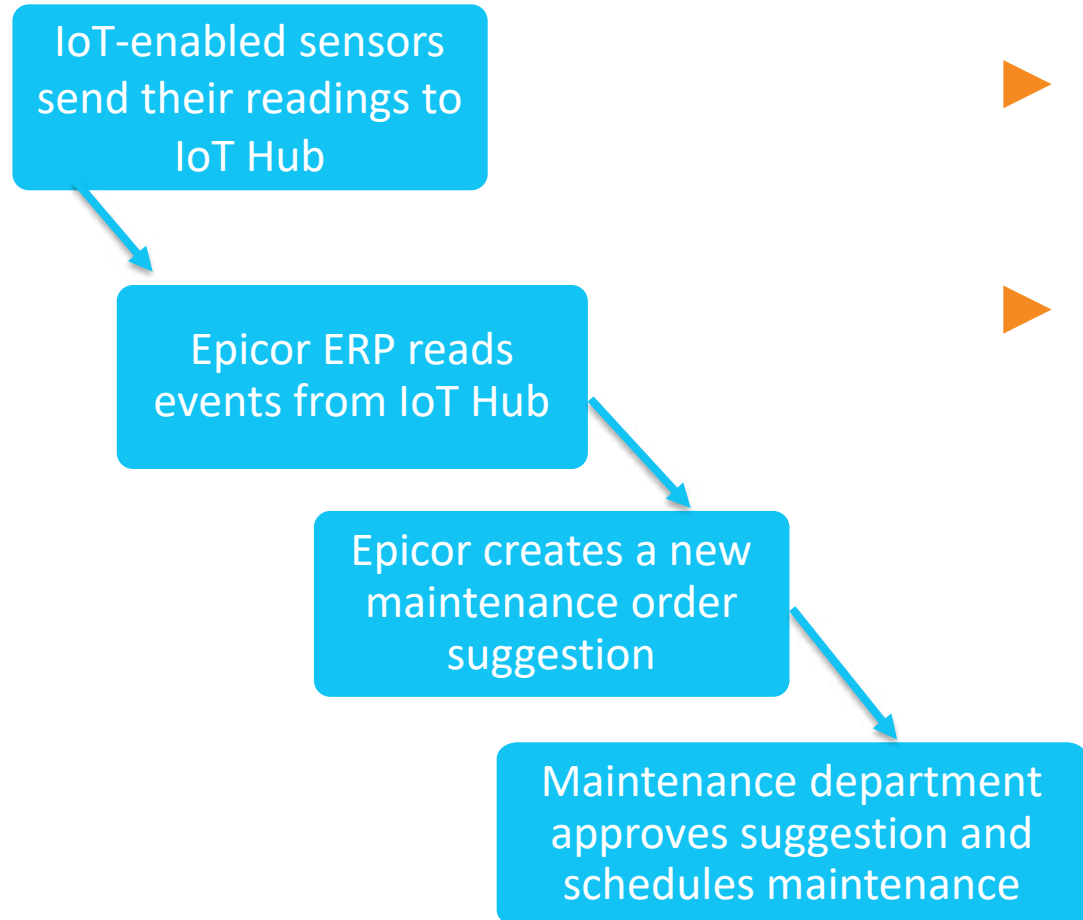


The screenshot displays the Mattec MES HMI interface. At the top, there is a navigation bar with 'MES' and 'SHOP FLOOR' tabs. Below this, a user profile for 'James B Carville' is shown. The main dashboard features several action buttons: 'START ACTIVITY', 'END ACTIVITY', 'REPORT QUANTITY', 'WORK QUEUE', and 'JOB DETAILS'. A data table is present with the following columns: LABOR TYPE, JOB, ASM, OPR, RESOURCE ID, RESOURCE GROUP, ASSEMBLY DESCRIPTION, and OPERATION DESCRIPTION. The table contains three rows of data. On the right side, there are three machine status widgets: 'Injection Molder B-23' with a temperature of 902f, 'Injection Molder B-22' with a temperature of 120f, and 'Extruder EX042' in 'Warm Up' mode. The bottom of the screen shows a 'PRODUCTION' section with buttons for 'MOVE WIP REQUEST', 'RETURN ASSEMBLY / MATERIAL DEFUNCT', 'UOM SPLIT / MERGE', and 'COUNT ENTRY'. Annotations with callouts are present: 'Sidebar menu may be disabled in mes mode' points to the top left; 'HMI interface from Mattec embedded as a tab' points to the top right; 'Admins can place other views & links around MES such as Connected Factory IoT Widgets or EDO Analytic Views' points to the top right; and 'MES App Shop Floor View embedded as a large widget' points to the main content area.

LABOR TYPE	JOB	ASM	OPR	RESOURCE ID	RESOURCE GROUP	ASSEMBLY DESCRIPTION	OPERATION DESCRIPTION
P	2454	0	10		OAGE	GHLOT	Age / Passivate
P	2455	0	10		OAGE	GHSN	Age / Passivate
I		0	0	600	MOLD		

Epicor IoT

Leverage IoT to acquire and analyze device data



- ▶ Epicor IoT is integrated with the Microsoft Azure IoT Hub
- ▶ Monitor and visualize data from sensors including
 - Equipment
 - Assets
 - Environmental factors
 - Inventory locations

New Reports

▶ Inventory

- New Stock movement report prints movements in and out per warehouse summarized for a given period
- New Stock Aging Report prints the current stock on hand by part, UOM, age of stock, and value of the aged stock.

▶ GL

- New Booking Voucher report and the Booking Voucher FC report print journal transactions for a selected year and period range. The reports display a separate page for each document or voucher

Enhanced Home Page Experience

- ▶ **New Widgets Available**
 - **Discovery Dashboards** - A Data Discovery Dashboard is a collection of several views, that enables you to compare a variety of data simultaneously.
 - **Discovery IoT Widget** - Use this widget to view the current status of the IoT (Internet of Things) Devices.
 - **Web Applications** - Use this widget to host web applications, primarily kinetic-based applications, such as Manufacturing Execution System (MES) forms, scheduling boards, and others.
- ▶ **Default Layout**
 - You can pick a default layout that will be loaded for all users who do not have their own personal layout.
- ▶ **New Kinetic Style bring the new look to all your ERP screens**

Kinetic Features

▶ Quick Access Panel

- Enables widgets on most of your master table and transaction screens
- Enabled from the options menu per form
- Can be used to keep key information handy

▶ In-app icon

- In-app messages have an icon on the homepage notifying you of unread messages

Epicor Cloud Communication

We strive for clear communication with you through in-app or email

- ▶ Email address on the In-app user profile now the official communication email address
- ▶ Cloud admin will sync both systems before go live
- ▶ Enables self service

In-App Notifications User Preferences

In-App Notifications Preferences

Select Roles
* Received personalized messages tailored to your needs.

Titles/Levels
User - Power x

Functions/Departments
Infrastructure & Tools x

Type of Business
Primary Sector
Manufacturing x

Primary Industry
Industrial Machinery Manufacturing x

Select Interests

HF deployed in my area

Provide feedback on new features

Email address
MPladson@epicor.com

Send notifications via email too.

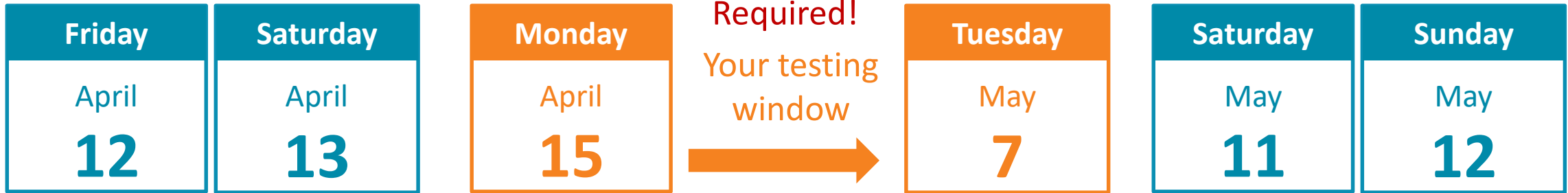
CLOSE

Access Your Profile from the System Monitor Action Menu

A woman with long, wavy brown hair, wearing a grey blazer over a white top, is looking down at a tablet computer she is holding. She is in a meeting room with other people in the background, some of whom are blurred. The scene is brightly lit, suggesting a modern office environment. A blue horizontal bar is overlaid on the image, containing the text 'Tasks and timelines'.

Tasks and timelines

Timeline for 10.2.400



Pilot Upgrade

- ▶ Use this time to test end-to-end
 - A sample test plan is available for download
 - Tweak the test plan and distribute to your power users
- ▶ The Epicor team will monitor for any failed Unique Business Components (UBC)
 - May 7 is your last day to fix any UBC
 - If you need changes later, that's ok. You'll just have to update your production system after go-live.
 - Export all UBC changes to a known local location (*Don't take the default location*)

Production Upgrade

Your Preparation Checklist

Before your upgrade

- Attend the 10.2.400 Cloud Customer Webcast**
- Read the What's New via the Feature Summary
- Read the Upgrade Guide
- Review the change list

During your testing window

- Take the Delta Education course available during the pilot phase if you have Embedded Education
- Resolve Unique Business Components (UBC) issues
- Test your business flow in critical areas (Tip! Print documents)
 - Daily Processes, Weekly Processes, Monthly Processes



Feature Summary



Change List



Upgrade Guide

What is it?	List of features organized by functional area so it's easy to find relevant info	List of changes by Functional Area with one line description	Step-by-step guide for your pilot and production upgrades
Why do I need it?	Helps you determine if new features can be utilized Day 1 or should be phased in over time	Allows you to review the bug fixes that are included	Contains details of using the Unique Business Component tracker for your upgrade and defines which companion products require a new download and setup
When do I use it?	As soon as possible	As soon as possible	As soon as possible
Where do I find it?	Built into the help system and available as PDF for download	EpicWeb-Cloud Documentation	EpicWeb-Cloud Documentation

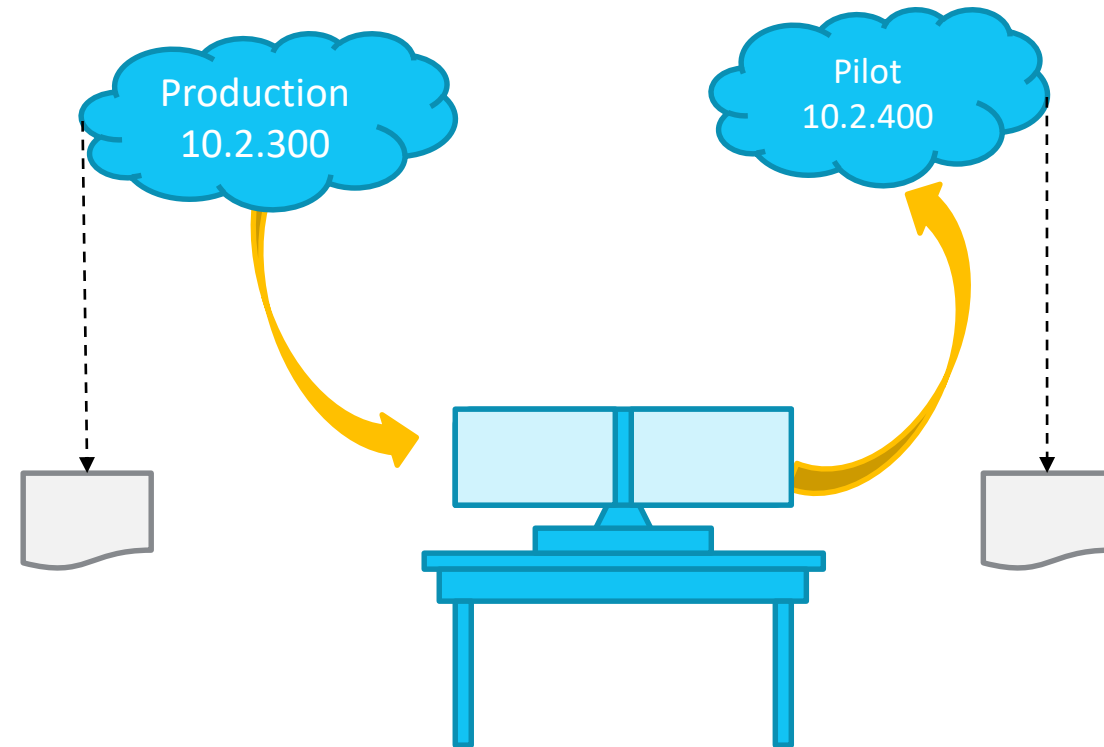


Testing Your SSRS Reports in Pilot

Ensure your critical reports will run day one

#1 Critical Support Issue at Upgrade Can be Prevented

- ▶ Open both your production and pilot applications from the same PC
- ▶ Print the report in production
- ▶ Download your production report from production
- ▶ Upload the report into pilot
- ▶ Print the report in pilot
- ▶ Compare the two documents
- ▶ If there are unexpected results please create a EpicCare Ticket
- ▶ Cloud Operations will NOT automatically move reports from Pilot to Live with the UBC components. If you need something moved please create a ticket by May 7 with the exact report and RDD's you need to have moved.



Where to Find the Feature Summary

The image shows a screenshot of the Epicor Help application. On the left, a dark sidebar menu titled 'Epicor Help' contains a 'Contents' section with 'Feature Summary' highlighted. An orange arrow points from this menu to the main content area. The main content area is a browser window titled 'Help' with the Epicor logo at the top. The left sidebar of this window shows a tree view of 'Epicor Features' with 'Epicor ERP Version 10 Feature Summary' selected. The main content area displays the 'Epicor ERP Version 10 Feature Summary' page, which includes a welcome message, an overview of the document's purpose, and a list of features by release. An orange arrow points from the bottom right of the page to the text 'Printable Version Available'.

Printable Version Available

A close-up photograph of a person's hands typing on a laptop keyboard. The person is wearing a blue and white striped shirt. The background is a blurred office environment with several people standing and talking. A semi-transparent blue banner is overlaid across the middle of the image, containing the text "What to expect during your upgrade weekends" in white. The overall lighting is bright and professional.

What to expect during your upgrade weekends

Pilot Weekend

- ▶ Pilot System off line Friday and Saturday
 - Login blocked during upgrade
- ▶ Cloud Ops
 - Copies production to pilot Thursday night at 10pm, migrations start shortly after
 - Upgrades pilot Friday and continuing Saturday
- ▶ Users enabled and able to login
 - Download happens automatically
 - No changes to Users \ menu \ permissions
 - System available for testing Sunday



Production Weekend

- ▶ Production System off line Saturday Morning 12:01am local datacenter time
 - Login blocked during upgrade
 - Approximate time for upgrade 4-10 hours once your system has started
- ▶ During this time the Epicor team will...
 - Upgrade your production
 - Install solution from pilot if created
 - Send “all clear” messages
 - First to administrators, second to all users
- ▶ Users enabled and able to login
 - Download happens automatically
 - No changes to Users \ menu \ permissions
 - Local system admin import UBC previously saved to local drive and not included in solution
 - Pilot changes will be retained on a backup copy until May 19 if needed



Please note: Customers who are in the Public Cloud and currently implementing

- ▶ The pilot database for all customers staying on Cadence and who are Live will be automatically refreshed Thursday, April 11th and upgraded on the 12th.
- ▶ All implementing customers will be upgraded on April 12th with the data in place in Pilot – if you would like a refresh prior to ensure you are testing the latest data please raise a ticket in EpicCare.
- ▶ Implementing customers will NOT be able to have the database refreshed from Live to Pilot during the upgrade testing month – so if you want this done it must be done prior to the 12th.

Unique Business Component (UBC) Upgrade

The Epicor team will:

- Upgrade your UBC items
- Work with you during the testing window, please submit an EpicCare support ticket

We need you to:

- Use the UBC Tracker to prioritize what needs your attention : clean up old data and fix issues
- Use the sample test plans to walk through your business processes end-to-end (including *reports*)
- Work with the Epicor team to resolve items by May 7
- Create an EpicCare Ticket if you don't want Cloud operations to move your UBC from pilot to production

Unique Business Components Tracker

- ▶ Provides a read-only overview of your UBC in one spot
 - Tabs organize your items so you can see what is good to go
 - Use it to identify obsolete or prototype items for cleanup
- ▶ Dynamically reads your data
- ▶ Customization panel refreshed every 4 hours

UBC Customization Tab

Unique Business Component Dashboard

File Edit View Tools Help

Dashboard

General Unique Business Component Dashboard

BAQ Status BPM Status Dashboard Status Report Style UBC Report Data Definition Menu Options Customizations & Personalizations

Customizations & Personalizations

Customizations Personalizations

Customizations

Drag a column header here to group by that column.

Status	On Menu	Name	Description	Form Name	Comment	Parent Layer	Last Updated	Valid For	Is Cosmetic	Duplicate	Is Current
Not Validated	<input type="checkbox"/>	MESMenu_v1	MESMenu_v1	Menu.Mes.MESMenu			3/14/2018		<input type="checkbox"/>	<input type="checkbox"/>	Not Valid For Curr
Warning	<input checked="" type="checkbox"/>	FCBASE	FC Base	App.QuoteEntry.QuoteForm	Job Name	BaseExtension^QuoteTracker	3/13/2018	w3.2.200.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Not Valid For Curr
Warning	<input type="checkbox"/>	FCBASE	FC Base	App.QuoteEntry.QuoteForm	XYZ		3/13/2018	w3.2.200.0	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not Valid For Curr
Warning	<input checked="" type="checkbox"/>	Part Tracker R1	KS 20171812 14316	App.PartTracker.PartTrackerForm		Productization^PartTrackerForm	3/13/2018	w3.2.200.0	<input type="checkbox"/>	<input type="checkbox"/>	Not Valid For Curr
Warning	<input type="checkbox"/>	PARTTESTBQ	UDPARTTESTBQ	App.PartEntry.PartForm	UD Part Test	Productization^PartForm	3/13/2018	w3.2.200.0	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not Valid For Curr
Warning	<input checked="" type="checkbox"/>	Part R2	KS 20171214 TAG014316	App.PartEntry.PartForm		Productization^PartForm	3/13/2018	w3.2.200.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Not Valid For Curr
Pass	<input type="checkbox"/>	ScanId_HHProcess_v2	ScanId_HHProcess_v2	App.HHMaterialQueue.MtlMoveForm			3/13/2018	3.2.200.0	<input type="checkbox"/>	<input type="checkbox"/>	Valid for current ve
Pass	<input type="checkbox"/>	ScanId_HHProcess_v2	ScanId_HHProcess_v2	App.HHMaterialQueue.HHMTIQScanIDForm			3/13/2018	3.2.200.0	<input type="checkbox"/>	<input type="checkbox"/>	Valid for current ve
Pass	<input type="checkbox"/>	V01	CRTI-KS 20171213 TAG014316	App.HardI_PartWhereUsed.MainController			3/13/2018	3.2.200.0	<input type="checkbox"/>	<input type="checkbox"/>	Valid for current ve
Pass	<input type="checkbox"/>								<input type="checkbox"/>	<input type="checkbox"/>	
Warning	<input type="checkbox"/>								<input type="checkbox"/>	<input type="checkbox"/>	
Pass	<input type="checkbox"/>								<input type="checkbox"/>	<input type="checkbox"/>	
Error	<input type="checkbox"/>								<input type="checkbox"/>	<input type="checkbox"/>	
Warning	<input type="checkbox"/>								<input type="checkbox"/>	<input type="checkbox"/>	
Not Validated	<input type="checkbox"/>								<input type="checkbox"/>	<input type="checkbox"/>	

- ▶ Three fields enable you to identify and prioritize customizations that need resolution
 - On menu – Any customization used on a menu that has a problem is your highest priority
 - Is Cosmetic – These customizations have fields that may need attention
 - Duplicate – Review and delete duplicates
- ▶ These fields are updated in Customization Maint by the verification process

Resources

Have More Questions? Join us...

- ▶ **First time implementing? Want to fine tune your process?**
- ▶ **Join us for an open mic session, hosted by Mark Pladson**
 - **Wednesday April 24**
 - **11:30 am – 12:30 pm CDT**

Wednesday

April

24

Embedded Education Courses

The embedded education courses have been updated to include the following:

▶ **Project Management Course**

- This course provides a foundation for using project cost control in Epicor ERP. Using this course you will oversee a specific project with multiple WBS phases and learn how to control and review project costs.

▶ **Dynamic Attributes**

- This course explains how to enter Dynamic Attributes to retrieve data entered on the Dynamic Attribute Class level. If there are attributes that you want to capture from the configuration session, you can see how many times a particular attribute was used, based on your inputs selection

▶ **Introduction to Epicor REST Services v.1**

- Added a new introductory course to using Representational State Transfer (REST) services for interaction with Epicor ERP.

▶ **Advanced Epicor REST Services v.1**

- Added a new course exploring REST-based scenarios of integration with Epicor ERP.



Your Resources

10.2.400 Documentation



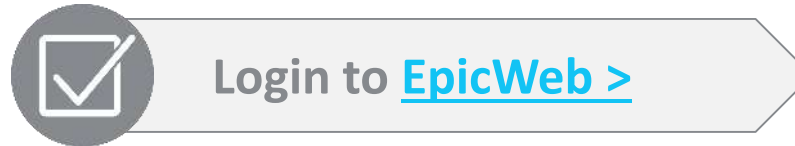
▶ Feature Summary

Available on EpicWeb and within your system's "Help" menu

▶ Change List

All changes listed by Functional Area, available on EpicWeb

10.2.400 Upgrade Guide



▶ Upgrade Guide

Step-by-step guide for a successful upgrade

If you need help...



▶ EpicCare ticket

EpicCare is the best way to get live help and track your requests.

The Epicor ERP in the Cloud Experience

Mon, Apr 15

Welcome to the  **MANDALAY BAY**
RESORT AND CASINO, LAS VEGAS

Discover Industry Cloud in the Experience Zone

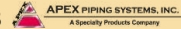
Located in the Solutions Pavilion
Your #1 source for everything **cloud** at Insights. Meet experts, network, see demos, and get inspired!
Special thanks to our diamond sponsor 

Orientations: Plan to make this your best conference ever
Rooms vary | 4:30 pm – 5:15 pm

Welcome Reception
Visit the Experience Zone – grand opening

Solutions Pavilion | 5:30 pm – 7:30 pm
Cloud customers are cordially invited as our special guests to meet our cloud team and discuss cloud advancements.


Tues, Apr 16

Executive Morning Keynotes 
8:00 am – 10:00 am **KADANT**

Epicor ERP Road Ahead
Mandalay Bay A-H | 10:50 am – 11:50 am

Lunch 12:00 pm – 12:40 pm

A Closer Look at 10.2.300 and 10.2.400
Mandalay Bay I | 12:50 pm – 1:40 pm

Cloud 101—Foundational Cloud ERP Best Practices for Business Leaders
Lagoon A | 1:50 pm – 2:40 pm 

Northern Transformer Drives Growth with Epicor ERP in the Cloud
Lagoon A
2:50 pm – 3:40 pm 

Epicor ERP Upgrade Panel
Breakers F
2:50 pm – 3:40 pm 


Reception
Visit the Experience Zone
Solutions Pavilion | 3:40 pm – 6:30 pm


Wed, Apr 17

Customer and Guest Keynote Speakers
8:00 am – 9:30 am

ERP User Group Session
Rm TBD | 9:40 am – 10:30 am

Discover if E10 in Cloud is Right Fit for Your Upgrade (Repeated)
Lagoon B
10:40 am – 11:30 am

Integrating the Right Data, Processes to Power Connected Mfg
Breakers K
10:40 am – 11:30 am 


How Tuffaloy Assessed Value and Rapidly Deployed Epicor ERP in the Cloud
Lagoon A | 11:40a – 12:30p 

Lunch 12:40 pm – 1:30 pm

Visit the Experience Zone 1:30 pm – 2:20 pm


How to Integrate a Hybrid Environment to Unlock the Maximum Value
Lagoon B | 2:30 pm – 3:20 pm

Epicor ERP in the Cloud—Deployment Best Practices for an Extended Enterprise
Lagoon B | 3:50 pm – 4:40 pm

Customer Appreciation Event
7:00 pm – 10:00 pm

Thurs, Apr 18

Advanced Configuration and Customization Options for Cloud-Deployed Epicor ERP
Lagoon J | 9:05 am – 9:55 am

Meet the Epicor ERP Cloud Team
Breakers D/E
10:20 am – 11:10 am 

Upgrade Cadence Tips and Tricks for Customers New to Epicor ERP in the Cloud
Lagoon C/D
11:25 am – 12:15 pm

Product Configurator in the Cloud
Rm TBD
11:25 am – 12:15 pm 

Lunch 12:15 pm – 1:15 pm

Discover If Epicor ERP in the Cloud is the Right Fit for Your Upgrade (Repeated)
Lagoon C/D | 1:15 pm – 2:05 pm

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Q & A

Submit questions in the
WebEx Q&A panel.