



en>compass

# MANAGED SERVICES

Epicor ERP  
Cloud Services

Encompass Cloud  
Managed Services provides  
maintenance, management,  
and technical support for  
your Epicor Cloud 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.

### > System Maintenance

Encompass ' Managed Services department will maintain and manage your Epicor Cloud system, and ensure proper cadence is followed for on-going maintenance and upgrades from Epicor.

### > 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.

### > Helpdesk Support

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

### > Customization

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

### > Clear Communications

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