



en>compass

MANAGED SERVICES

Epicor ERP On-Premise Services

Encompass Managed Services offers three core support plans along with a range of coverage hours.

Plans do not include major Epicor upgrades

ESI Managed Service Plans

> BASIC

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

> ENHANCED

- Epicor Release-Level Updates
- Minor Infrastructure Changes
- Monthly SQL Maint. Plan Verification
- Monthly SQL Recovery Verification
- Monthly Epicor Server Maintenance

> COMPREHENSIVE

- Quarterly Performance Tuning
- Quarterly Database Perf. Tuning
- Simple SSRS Report Modifications
- Annual Business Process Assessment

Coverage 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

> COMPLETE

- Helpdesk Support 24 hours/day
- 7 days/week
- 24 hour Ticket Logging
- Online Issue Tracking

Additional Services

billed as time & material

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