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## Epicor Kinetic 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



#### Advanced

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

### Coverage Plans



#### Standard

- Helpdesk Support 8AM - 5PM ET
- Monday - Friday
- 24 hour Ticket Logging
- Online Issue Tracking

*\*Included in Basic & Enhanced*



#### Extended

- Helpdesk Support 8AM - 8PM ET
- Monday - Friday
- 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