



## Epicor Kinetic Patch Management Service

### Service Details

A simple, structured, update management cycle to keep your on-premise Epicor installation in sync with Epicor's update cadence.



#### Patch Management Service includes:

- Up to two updates per month
- Limited application troubleshooting
- Update applied up to four environments
- Update client workstations/environments
- Update Embedded Education\*
- Update epicor Web Access\*
- Update Epicor Help\*
- Update Epicor Ent. Search\*
- Defer Updates up to 10 days

*\* if applicable*



#### Add-on Services:

**Testing** - Encompass will process established scripts for you.

**Script Creation** - Encompass will help process Epicor best practice Scripts.

**Weekend Update** - Encompass will update production environment over the weekend.

*\* optional and at an additional cost.*

