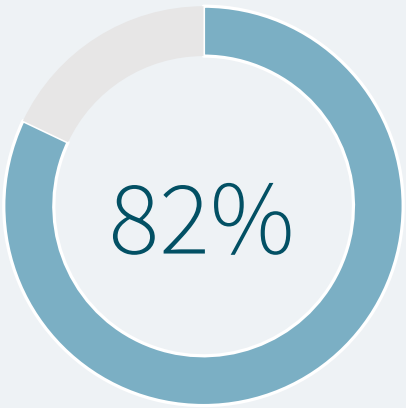
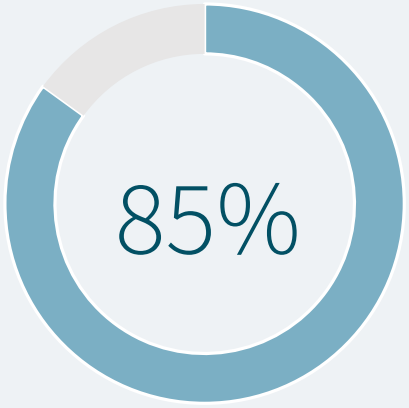
2021 Survey Results Indicate Cloud Investments Accelerating Due to Turbulent Year, and Helping Businesses Recover



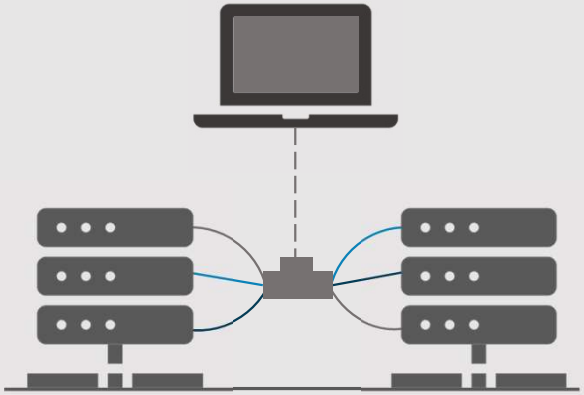
82% of respondents agreed that the pandemic **motivated** their business to migrate IT solutions to the cloud



85% agree that Cloud is **helping** them deal with the impact of COVID-19

Source: 2021 Epicor Industry Insights Report. 1,628 respondents worldwide in Distribution, Retail, Manufacturing

VS



Cloud ERP

Epicor runs and backs up data for you on Azure

SaaS operating expense

Always current with scheduled upgrades

On-premises ERP

Customer is responsible for system and data

Upfront capital expense

Manual upgrades

Top Reasons Why Customers Choose Epicor Cloud

Improve cybersecurity

Grow through technology

Get current with releases

Avoid hardware cost and risk

Business continuity

Limited IT resources

Leadership strategy

Facilitate expansion goals

Remote work

Compete more effectively

Business Value of Cloud

Stay current with the pace of innovation

Attain world-class security

Simplify for better cost and predictable spend

Enable IT to drive high-value business initiatives

Achieve faster time-to-value

Be mobile, global, and collaborative

Lower your environmental impact

Why Epicor Cloud Business Solutions

Lead
industry innovation

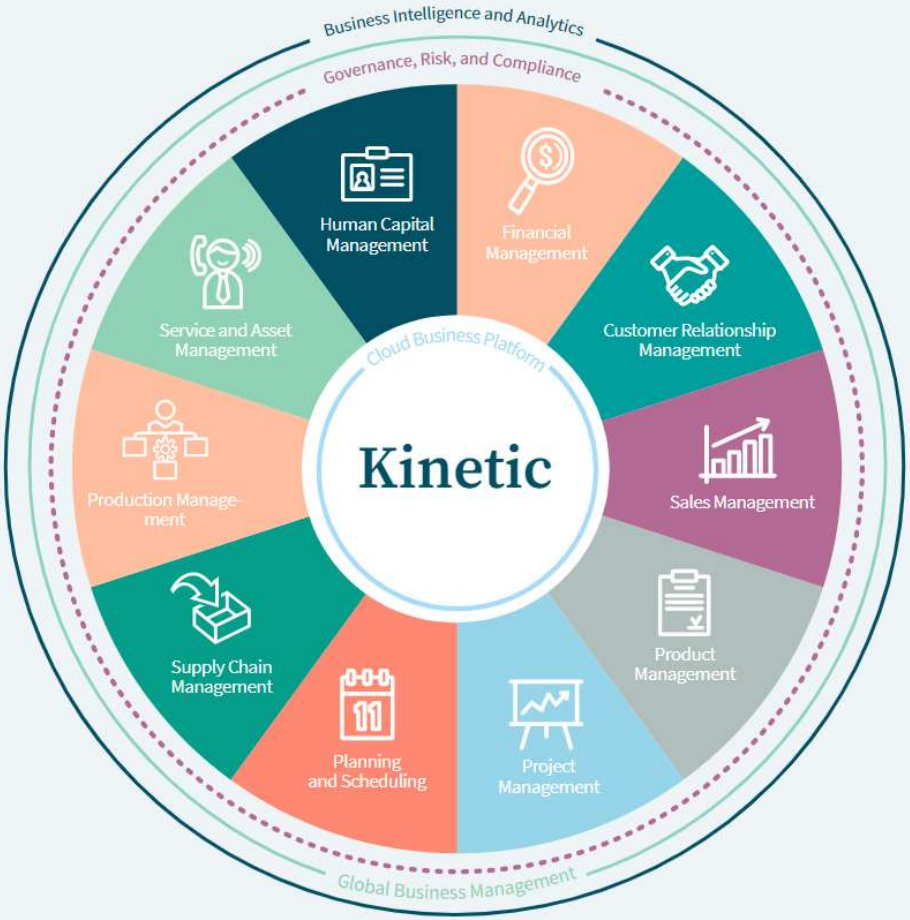
Trust data
security

Enable every
employee

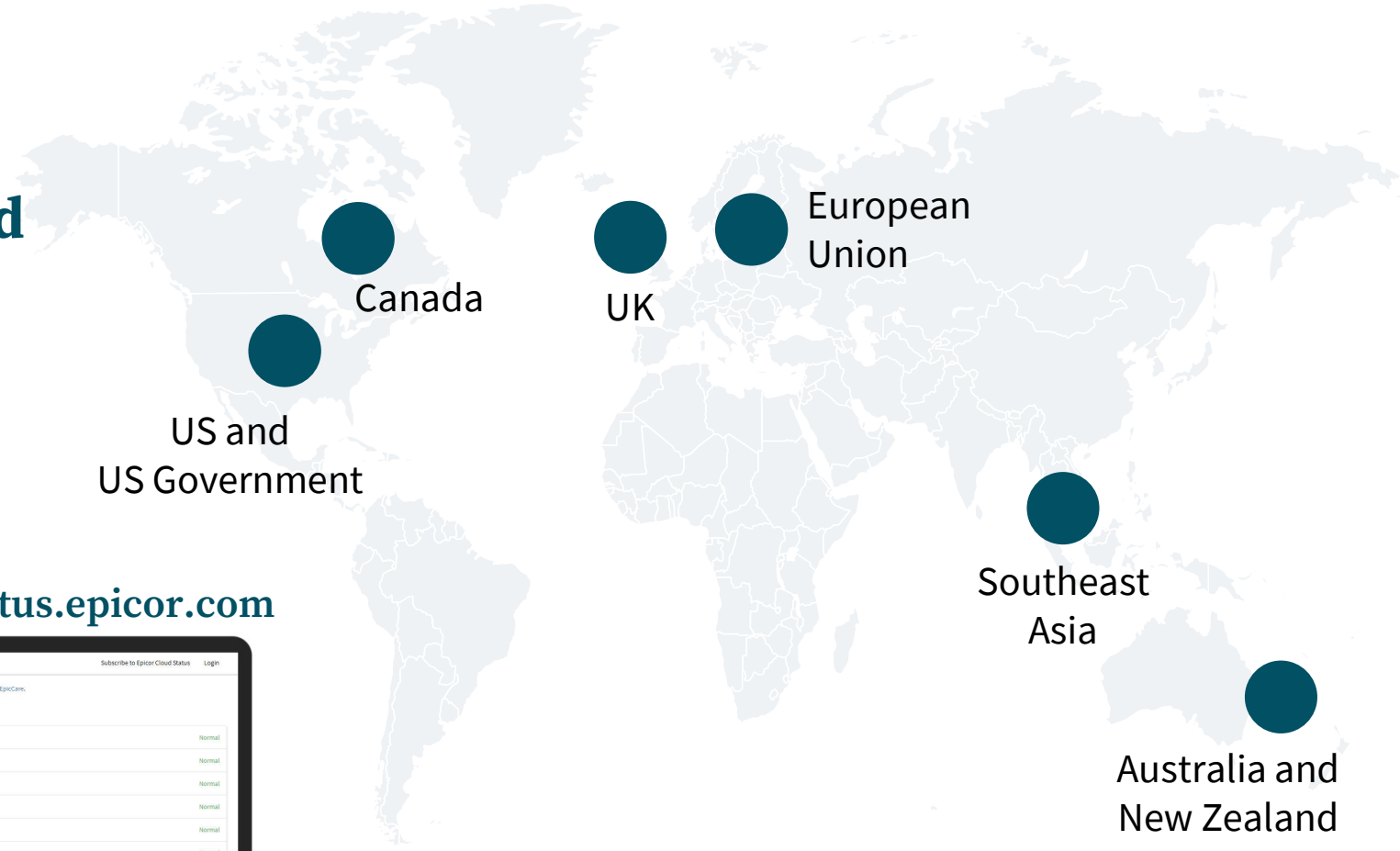
Optimize
technology spend

Kinetic in the Cloud

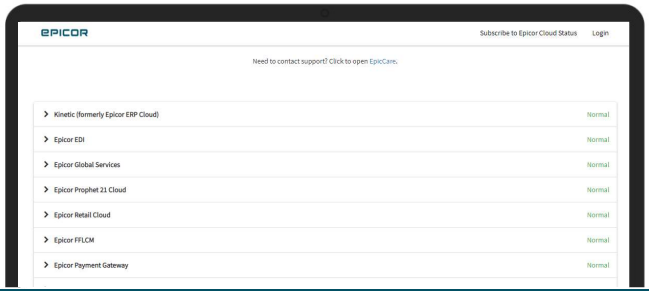
EPICOR runs on Azure



Serving Epicor Cloud Worldwide



View online at status.epicor.com

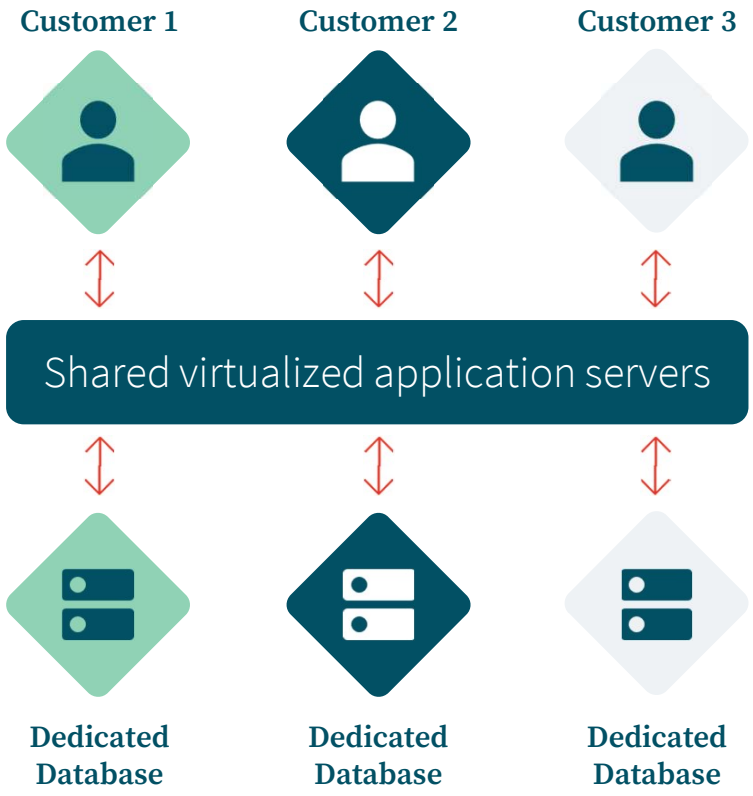


Premium Multitenant Cloud Architecture

Enables Unique Epicor Cloud Differentiators

We standardized on the dedicated database multitenant model in the public cloud, our most popular.

Customers share application servers but not databases, which enables our compelling economies of scale *plus* unique Epicor differentiators.



Kinetic in Cloud Services

Included

Kinetic in Cloud

- Kinetic in Cloud* on Microsoft Azure
- Multi-factor authentication
- Production and Pilot environments
- Embedded Education environment
- On-demand Pilot data refresh
- Disaster recovery in region
- Daily backups retained for 30 days
- High availability 99.5% SLA
- Automatic monthly updates
- Biannual upgrades on cadence
- REST API for integrations
- Epicor Functions, AppStudio
- 24x7 security monitoring
- 24x7 Essential Support Plan

Options

Additional Environment	Add Third, Fourth, or more test environment(s) on a full term or temporary monthly basis
Premium Pilot Extension	Add on to your pilot and test environments to enable all modules for full term or temporary
Epicor Security Suite	For hybrid models, boost security with antivirus and a managed firewall for any of your networks, infrastructure, or systems still on-premises.
Production Environment Copy for Data Access	Gain write-protected (read-only) data access in near-real time to feed your BI tools
Upgrade Flex	Conveniently defer biannual upgrades for up to 90 days. Combine with Additional environments and Premium Pilot Extensions to extend your test window.
24x7 Pro Support	Get peace of mind with extended support for your apps
One-Time Data Download	Download your data from the cloud for your own local storage
U.S. Government Cloud	Comply with U.S. ITAR regulations on high security Microsoft Azure Government datacenters

*Availability of select modules may vary. Please contact your Epicor sales representative.

Cloud Updates and Upgrades

Cloud keeps your business protected and ahead of the curve with the latest security updates and innovative functionality.

Here's how we do it.

Regular Cadence

Major upgrades

- Every 6 months with flexible deferral options for scheduling convenience
- Stay current
- 30 days or more to test

Minor updates

- Every month for quick quality enhancements
- You can test but no need—updates are designed to be non-disruptive

Scheduled maintenance

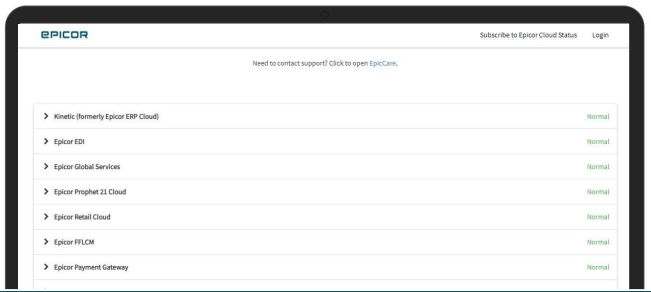
- Every month performed by Epicor to update security, performance, and scale

Advance Communication

Keeping you informed

- In-app notifications
- System notice emails
- Text notifications

Published schedules

- Customer Portal
- Public Status Dashboard

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