



Epicor® Eagle®

# Customer Services Overview

**EPICOR**



# Epicor Customer Services

The Epicor Customer Services portfolio consists of service products designed to enable state-of-the-art technologies to help you optimize your IT investments and resources. Epicor has more than 40 years of experience providing services and support that go far beyond the basics.

From a comprehensive suite of leading-edge IT support services to exceptional on-site repair and telephone support, Epicor has a proven history of achieving customer satisfaction. Our services are available through a number of channels which means you can take full advantage of Epicor service options according to your needs, budget, and schedules. Epicor services and support provide the tools you need so that your business can operate at peak performance.





## Epicor Eagle software support

Our dedicated Epicor Eagle support team is available to help your Epicor system operations run smoothly. Eagle software support is widely available, convenient, and includes:

- ▶ Topical area expertise
- ▶ Information related to software features, use, and troubleshooting
- ▶ Guidance on setup and configuration
- ▶ Software update and patch assistance
- ▶ Problem report management

### Online support request

You can request support from our customer support portal 24 hours a day, 7 days a week at <https://epicorcs.service-now.com/epiccare/>

To help ensure system security and to obtain accurate contact information, customers are required to register prior to accessing online support. We encourage you to register before an immediate need arises. To register, please visit the customer support website and complete the registration using the account number provided by your Epicor sales representative.

### Telephone support

You may also contact support at +1.800.322.3077. Our support specialists are available to assist you during the following support hours, Pacific Time:

Monday to Friday	4:00 a.m. to 6:00 p.m.
Saturday	5:00 a.m. to 5:00 p.m.
Sunday	5:00 a.m. to 5:00 p.m.

**We are closed on Easter Sunday, Thanksgiving Day (U.S.), and Christmas Day. Refer to the "Support Hours of Operation and Holiday Schedule" for full schedule details.**

For on-site hardware needs and logistics repair services, you can page your hardware support specialist directly through the interactive voice response (IVR) system at +1.800.322.3077 and choose menu option 1. Should you need to order new software, training, hardware, etc., please contact customer account management at +1.800.538.8597.

## Assignment of case priority

When you request support from our customer support portal or by telephone, you can specify the urgency of your cases. Please use one of the following priorities:

Priority	Criteria
1	<b>Critical</b> Your Epicor system is not available, resulting in critical business impact and disruption of organization. No workaround is available.
2	<b>High</b> Your Epicor system is failing and causing significant disruption of work with moderate-to-low business impact.
3	<b>Moderate</b> Product does not operate as designed. Impact is isolated to a few people, and business impact is low. You're looking for general information, how-to procedures, documentation, an enhancement request, etc.

Telephone support will provide call-back responses to your issues based on your local time zone.

## Escalation procedures

Case priority may be escalated by Epicor internally when the case involves a time- or system-critical issue, an extremely complex problem, or an unreasonable amount of time has elapsed with no resolution. You may also request escalation of a logged case to support management by contacting the manager on duty at +1.925.361.9516.

## Epicor Eagle community

Eagle Community is a place where you can share ideas, get help from other Eagle users, and stay up-to-date on the latest Eagle-related news. Forums give you a place to discuss the latest ways to use the Eagle system and post questions and find answers to best optimize your Eagle system. You can join the discussion at: <http://community.eaglesoa.com/register>.

## Epicor Eagle chat

Eagle Chat is a great way to reach Epicor experts for quick answers. When you become a registered user on the Eagle Community portal mentioned above, you gain access to Chat with live support. You can also access Chat directly at <https://eaglechat.epicor.com/EagleChat/>. You'll be able to quickly connect with an Eagle support representative via online Chat to resolve your questions efficiently. Note that Chat is available to Platinum and Gold support contracts only.

- ▶ Chat hours are Monday through Friday, 6:00 a.m.–5:00 p.m. Pacific Time—chat hours may vary on recognized holidays.

## Support service plan overview and requirements

To assist our valued customers in receiving the maximum benefit and return on their system investment, Epicor policies are aimed at ensuring we are positioned to provide the needed support. Customers on an active support contract are also provided software updates (typically one to two releases per year), software fixes/patches, and enhancement options. There may be a purchase price associated with some applications and enhancements.

## Support service plan options—software

Epicor provides online and telephone support methods with all support service plans. We require the system server and all software in use be included on the support plan. The following describes our plan options and corresponding response times targets.

### Platinum support plan

Platinum is aimed at providing the timeliest support option to our customers. Platinum is best for our newer Epicor customers during their critical ramp-up phase, for larger accounts with more complex business needs, and those who have more time-critical support requirements or are expanding Epicor application utilization.

### Gold support plan

Our most popular support plan, Gold is best for customers who are established in their day-to-day operations, yet still want the benefits of a live support specialist.

## Service plan overview

Software		
	Platinum	Gold
Business hours telephone support	√	√
After-hours support*	√	
Eagle Customer Portal	√	√
Online case submission	√	√
Customer call-back response target	2–4 hours	4–6 hours
Priority call routing	√	√
Specialist call handling	√	√
Eagle Chat (web chat)	√	√
Eagle Community forum	√	√
Complimentary webinars	√	√
Early access to new software releases	√	
Assigned customer advocate	√	
Platinum bypasses Tier 1 and goes directly to Tier 2 support	√	

\*Must be prearranged.



## Eagle hardware services

Our highly trained team can be your one-stop technical resource for hardware installation and service, networking, and security. You are able to leverage extensive Epicor IT resources to supplement your IT staff (em dash) and our team offers the following services:

### Internet security services

Our unified threat management programs, like Watchdog, can provide the latest technologies to enable a secure computing environment and help keep your business safe and running smoothly.

### Network monitoring services

Let Epicor monitor and protect your IT infrastructure. Our customized services include identifying system problems, initiating repairs, and providing increased system availability to your business.

### Mail-in/exchange hardware service

Extend the life of your IT investment and reduce your total cost of ownership through the reliable mail-in/exchange hardware service. You can exchange hardware from our support pool to minimize downtime. For non-exchange items (no support/swap pool offering), we may offer repair service options.

### Installation services

Quickly accomplish your installations utilizing our custom factory-integration services. Our solutions are designed around Dell and IBM computer solutions, and employ configured hardware, software, data migration, and on-site installation options.

## Hardware support service plan options overview

### Standard/on-site contract

Standard/On-site Contract includes all labor, travel, and parts. It includes on-site assistance support, troubleshooting, and repair for covered items.

Standard/On-site Contract service does not include coverage for moving items, changing setups (e.g., IP addresses, ISP changes, data manipulation, training, etc.) that are non-standard service activities.

Standard Service items will reflect "Platinum or Gold as applicable on your monthly support invoice beside the item. There is a monthly support fee per item (unless under prepaid period). On-site assistance travel is included with Standard On-site Service for covered services.

### On-site per incident

All labor, travel, and parts are billable. Reflects "On Site Per Inc" beside item on your monthly support invoice. You are not billed a monthly support fee. You are billed "per incident" if you request Epicor service for that item.

### Exchange contract

All labor and travel are billable. Covers replacement unit exchange only (no services). Reflects "Mail In" beside item on your monthly support invoice, and is billed as a monthly support fee per item (unless under prepaid period).

### Exchange per incident

All labor, travel, and parts are billable. Reflects "Exch Per Inc" or "Overnight Ex Per Inc" beside item on your monthly support invoice. You are not billed a monthly support fee. You are billed "per incident" if you request Epicor service for that item.

Under all hardware support plans, the system server/CPU and all resident add-on boards must be covered and at the same support service plan level as your software.

All additional hardware products (peripherals) are optional support items based on your business needs, unless there is a stated requirement for hardware support on an item based on a dependent software application. An example of this stated requirement is for high-speed integrated credit card processing and Watchdog services. In these examples, the SonicWall hardware must be on support unless an exception is agreed upon between you and Epicor.

Hardware peripherals have a variety of repair options (varies per item) including On-site Repair, Mail in/Exchange Contract, or Mail in/Exchange Per Incident. Exchange programs provide a replacement from a "service pool," thus reducing replacement time.

### Initial hardware warranty period

During the 90-day hardware initial warranty offered on all new hardware purchases, travel and repairs would be covered for items with on-site service options (e.g., On-site Per Incident and Standard/On-Site Contract Support). Exchange items considered repairable, yet on-site travel were required, travel costs are billable during the warranty period.

### Extended warranty/prepaid support

Most hardware items can include the additional purchase of an extended warranty/prepaid support; those items are placed on standard support (Exchange or On-Site offerings vary based on type of hardware) with no monthly support fee during that warranty period. Labor and travel charges would follow the selected coverage as outlined above.

Hardware		
	Platinum	Gold
<b>On-site hardware support options</b>		
<b>On-site contract (billed monthly—CPU/server must always be on a support contract)</b>		
Response time*	Same day*	Same day
Ordering replacement	No added charge	No added charge
Phone troubleshooting	No added charge	No added charge
Configuring replacements***	No added charge	No added charge
On-site assistance	No added charge	No added charge
<b>On-site per incident (billed per incident)</b>		
Response time	Commercially reasonable effort, typically two business days	Commercially reasonable effort, typically two business days
Ordering replacement	No added charge	No added charge
Disaster recovery	Available for a fee	Available for a fee
Phone troubleshooting	No added charge	Available for a fee
Configuring replacements	No added charge	Available for a fee
On-site assistance	Available for a fee	Available for a fee
<b>Exchange/mail-in peripheral hardware support options</b>		
<b>Exchange contract (mail-in, billed monthly, covers replacement unit exchange only)</b>		
Response time	Same day	Same day
Ordering replacement	No added charge	No added charge
Phone troubleshooting	No added charge	Available for a fee
Configuring replacements	No added charge	Available for a fee
On-site assistance	Available for a fee	Available for a fee
<b>Exchange per incident (mail-in, billed per incident, all labor, travel, and parts are billable)</b>		
Response time	Same day	Same day
Ordering replacement	No added charge	No added charge
Phone troubleshooting	No added charge	Available for a fee
Configuring replacements	No added charge	Available for a fee
On-site assistance	Available for a fee	Available for a fee
<b>Vendor-supported items (not supported by Epicor)</b>		
Ordering replacement	No service provided	No service provided
Phone troubleshooting	Available for a fee	Available for a fee
Configuring replacements	Available for a fee	Available for a fee
On-site assistance	Available for a fee	Available for a fee

\* Same day equals up to 8 business hours. \*\* Response time refers to the period of time in which we acknowledge and begin working on the issue you reported. \*\*\* This service typically provided by phone.ne



Additional hardware/services		
<b>Saturday on-site service.</b> Available in select locations.	Services include failed server and/or unable to function at POS, all other requests available for a fee	Services include failed server and/or unable to function at POS, all other requests available for a fee
<b>PC Virus Removal</b>	Available for a fee	Available for a fee
<b>Drivers/firmware/bios updates</b>	Included for on-site contract items only	Included for on-site contract items only
<b>ISP change requests</b> (Labor only, additional fees may apply for customers with integrated credit card)	Available for a fee	Available for a fee
<b>Other</b> software updates, relocations, and technical consulting	Available for a fee	Available for a fee



## About Epicor

Epicor Software Corporation drives business growth. We provide flexible, industry-specific software that is designed around the needs of our manufacturing, distribution, retail, and service industry customers. More than 40 years of experience with our customers' unique business processes and operational requirements is built into every solution—in the cloud, hosted, or on premises. With a deep understanding of your industry, Epicor solutions spur growth while managing complexity. The result is powerful solutions that free your resources so you can grow your business. For more information, [connect with Epicor](#) or visit [www.epicor.com](http://www.epicor.com).



Contact us for Eagle Support at:

+1.800.322.3077 [epicorcs.service-now.com/epiccare/](https://epicorcs.service-now.com/epiccare/)

### Corporate Office

804 Las Cimas Parkway  
Austin, TX 78746  
USA

Toll Free: +1.888.448.2636  
Direct: +1.512.328.2300  
Fax: +1.512.278.5590

### Latin America and Caribbean

Bldv. Antonio L. Rodriguez #1882 Int. 104  
Plaza Central, Col. Santa Maria  
Monterrey, Nuevo Leon, CP 64650  
Mexico

Phone: +52.81.1551.7100  
Fax: +52.81.1551.7117

### Europe, Middle East and Africa

No. 1 The Arena  
Downshire Way  
Bracknell, Berkshire RG12 1PU  
United Kingdom

Phone: +44.1344.468468  
Fax: +44.1344.468010

### Asia

238A Thomson Road #23-06  
Novena Square Tower A  
Singapore 307684  
Singapore

Phone: +65.6333.8121  
Fax: +65.6333.8131

### Australia and New Zealand

Suite 2 Level 8,  
100 Pacific Highway  
North Sydney, NSW 2060  
Australia

Phone: +61.2.9927.6200  
Fax: +61.2.9927.6298

The contents of this document are for informational purposes only and are subject to change without notice. Epicor Software Corporation makes no guarantee, representations or warranties with regard to the enclosed information and specifically disclaims, to the full extent of the law, any applicable implied warranties, such as fitness for a particular purpose, merchantability, satisfactory quality or reasonable skill and care. This document and its contents, including the viewpoints, dates and functional content expressed herein are believed to be accurate as of its date of publication, December 2016. The usage of any Epicor software shall be pursuant to the applicable end user license agreement and the performance of any consulting services by Epicor personnel shall be pursuant to applicable standard services terms and conditions. Usage of the solution(s) described in this document with other Epicor software or third party products may require the purchase of licenses for such other products. Epicor, Eagle, and the Epicor logo are trademarks of Epicor Software Corporation, registered in the United States, certain other countries and/or the EU. All other trademarks mentioned are the property of their respective owners. Copyright © 2016 Epicor Software Corporation. All rights reserved.