Epicor IT Service Management

EPICOR

Benefits

- ▶ Reduces the burden of operational planning and prioritizing
- ▶ Fully scalable to grow with your organization requirements
- ▶ Integrated system for both ITSM and CRM to centralize all customer related activities
- ▶ Choose the deployment that best suits your business—whether it's SaaS or on premises

Best-In-Class Software for Midsize Organizations and MSPs

A well-functioning IT infrastructure is essential for the quality and continuity of business processes within an organization. This places demands on the IT department to answer questions quickly, fix problems immediately, and find ways to prevent issues in the future—all while maintaining service levels and adding value to the business.

Epicor IT Service Management (ITSM) helps ensure business goals are met and value is delivered by providing both the business and the IT department with a common set of best practices and tools. Epicor ITSM also boasts advanced CRM features and integrates with Microsoft® Office 365. This makes it an ideal toolset for service organizations and managed service providers (MSPs).

Built for operations management

IT operations is key in the deployment, maintenance, and support of the services delivered to users. Proper planning of the operational task is always a challenge. Epicor ITSM provides planning features that show real-time availability of the team members, taking multiple time zones into account. Calendars can be synchronized with Microsoft Exchange. It also shows the maintenance windows of the service assets to inform the planner when certain tasks can be performed.

Optimize your service desk

With Epicor ITSM, your service desk can monitor all calls. Dashboards provide a way to verify if the team is performing within the threshold of the defined service-level agreements (SLAs) and key performance indicators (KPIs). Incoming calls like incidents, RFCs, and requests can all be processed by the service desk. Where possible, templates are used to streamline handling of standard calls. From the service desk, calls can be dispatched to a second and third line or to IT operations. To keep track of all progress, you can also configure notification and escalation triggers.
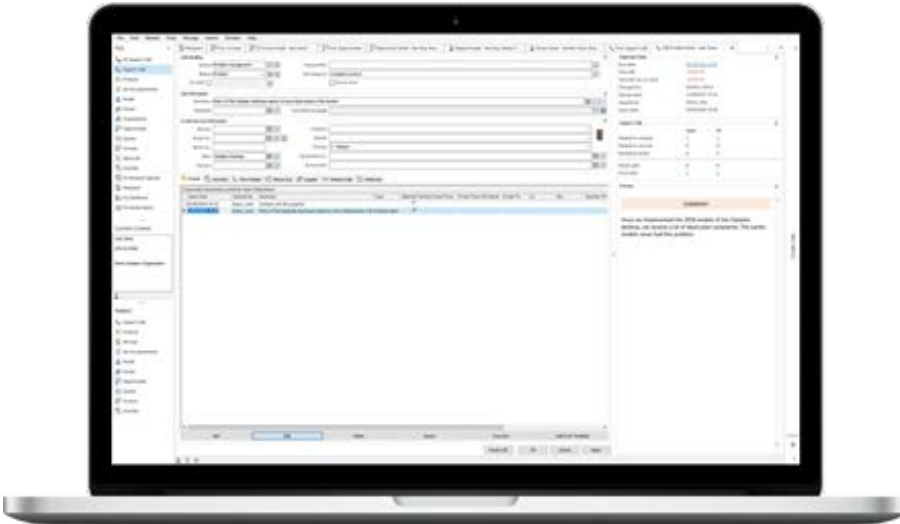
Access key ITSM features through an easy-to-use interface.

In addition to our award-winning ITSM suite, we also offer a comprehensive portal, a performance suite, and a mobile application.

Products
Epicor ITSM

The core Epicor ITSM product is designed to deliver features out of the box instead of being modular. Turning features on or off is just a matter of configuring the system via predefined roles and security rights. The features are accessed by the user through a "smart client." This client combines the best of both worlds—it runs over the Internet like a web application and has the rich user interface of a Windows application. It integrates with the local resources like Microsoft Office® products and has embedded dashboards. Users can personalize their own interface.

Epicor ITSM Portal

Epicor ITSM Portal primarily enables self-service but also allows IT staff to use the features of the portal. The Epicor ITSM Portal delivers web parts, which can be embedded in any Microsoft SharePoint® site—applying your own corporate identity. Via the portal, the user can access the Service Catalog, Knowledge Base, Support Calls, and other relevant data.

Epicor ITSM Performance

Proper reporting and analysis tools are important to stay in control and improve the quality of IT services. Epicor ITSM Performance provides a reporting and analysis platform with standard dashboards for key ITSM processes. It also allows for self-creation of dashboards, management reports, and in-depth analysis with standard tools like Microsoft Excel®.

Epicor ITSM Mobile

ITSM Mobile is an app that provides engineers in the field with quick and easy access to assigned calls and tasks via their smartphone or tablet. Via these devices, they can update primary information to inform the service desk who can contact the user to confirm that the incident has been resolved. All field engineers can now stay up to date wherever they are.

Easily visualize your ITSM data for in-depth analysis.

Choose your Deployment Option

Epicor ITSM offers multiple deployment options so you can choose the model that fits best with your company's objectives. The traditional On-premises model allows you to purchase a perpetual license of the software and the software is deployed to your local infrastructure. If you like to have the software in-house but don't want to have a capital expense, you can choose for the subscription model. You will pay a monthly fee for the period you use the software. With the SaaS model you pay a monthly fee for the use and hosting of the software.

Effortless to Integrate

Integrations are essential for any ITSM implementation. To avoid cumbersome manual updates, Epicor ITSM has standard API's for integrations to external systems. These can be configured by the administrator without the need of any technical consultant.

Powered by Mproof

For more than 20 years, Mproof is the leading supplier in Service Management software and services. Epicor ITSM, is being developed by them as part of their proven Seven steps to successful Service Management method, that they use to assist customers in working more efficiently at reduced costs. Mproof experience ensures they have all the necessary knowledge to help customers achieve their goals.

Epicor ITSM Features

- Incident management
- Problem management
- Request fulfillment
- Change management
- Service asset and configuration management
- Service level management
- Service catalog management
- IT operations management
- Knowledge management
- Mobile access for field engineers
- DAP, OLEDB, ODBC, XML integrations
- Microsoft Office and Exchange integrations
- Reports, dashboards, and audit log

7 Steps to Successful ITSM

7 Communication and Behavior Team and Culture
6 Knowledge and Usage
5 Work Instructions
4 Application Configuration
3 Procedures
2 Roles
1 Processes
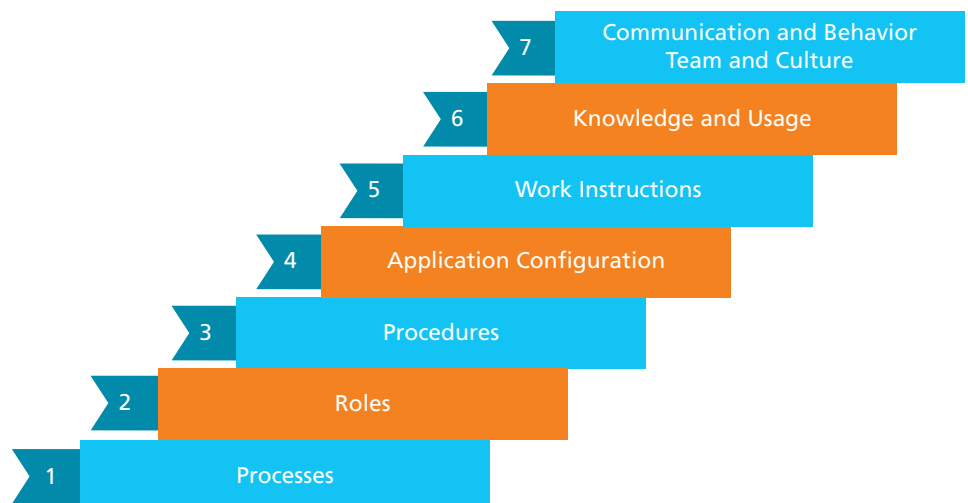
About Epicor

Epicor Software Corporation drives business growth. We provide flexible, industry-specific software designed to fit the precise needs of our manufacturing, distribution, retail, and service industry customers. More than 45 years of experience with our customers' unique business processes and operational requirements are built into every solution—in the cloud or on premises. With this deep understanding of your industry, Epicor solutions dramatically improve performance and profitability while easing complexity so you can focus on growth. For more information, connect with Epicor or visit www.epicor.com.

Contact us today info@epicor.com www.epicor.com