



Functional Highlights

Product

Epicor® iScala® 3.0

Benefits

- ▶ Improved performance, scalability, and stability
- ▶ Support for the latest technology platforms
- ▶ Enhanced business insight using Multi-level Snap Searches to create user-definable drilldown queries
- ▶ Increased efficiency through user-definable fast order entry and planning screens
- ▶ Access to innovative solutions such as Dashboards and Business Activity Queries (BAQs) through technological convergence with the integration to the Epicor ICE platform

Keeping Your Business On Track

iScala 3.0 is Epicor Software's most recent and technically advanced release of iScala. The design and development of iScala 3.0 is inspired by the Epicor Product Strategy—to Protect, Extend, Converge. iScala 3.0 safeguards our customers' investment, extends capabilities and converges on the Epicor innovative technologies, providing the inspiration to deliver greater business value from their investment. This release improves support for governance, risk and control, includes improved capabilities for supporting global business needs and delivers enhanced functions demanded by an ever changing economic and business environment. Using the latest in technology, iScala 3.0 enables more flexibility, agility, and responsiveness, inspiring new ways of doing business, helping them to build competitive differentiation and to drive future growth.

iScala 3.0 has been developed around four key areas:

- ▶ **Platform**—Continuing to ensure that iScala 3.0 can leverage technical and functional advances to enhance performance, improve stability, and deliver new capabilities.
- ▶ **Global business capabilities**—The world around us is changing. Companies are under constant pressure to comply with ever-changing, more complex and demanding local and regional fiscal, statutory, and business requirements.
- ▶ **Usability and mobility**—Delivering an improved user experience, simultaneously delivering world-class functionality and extending the iScala reach across the organization.
- ▶ **Customer requests**—Collaboration with customers to develop user-driven capabilities that improve process efficiency and drive organizational improvements.

Key Customer Benefits

Platform enhancements

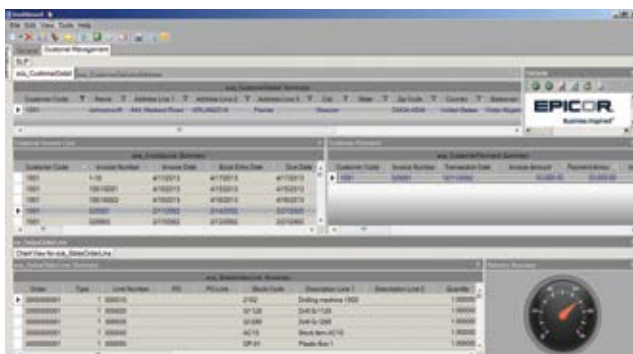
Performance improvements—As organizations continue to use iScala to manage their day-to-day operations they are constantly demanding improvements to the performance and scalability of the application. iScala 3.0 sees a number of changes to the iScala Business Platform designed specifically to make improvements in these areas.

Technology—iScala continues to leverage the latest technology platforms. This release includes support for the latest Microsoft® platforms, replacing the Crystal Reports® XI printing engine with the latest version of the Crystal Reports printing engine, i.e. Crystal Reports 2011, as well as replacing Visual Basic® for Applications (VBA) 6.2 with VBA 7.1 for customer-specific enhancements.

Distributed transaction control—iScala 3.0 sees a number of changes in the way the application posts updates to the underlying database. The addition of a new distributed transaction routine, allowing iScala to either commit or abort the posting of the transactions to the transaction database, ensures data consistency, inspiring confidence in your staff.

Integration to Epicor ICE Extend—iScala 3.0 not only focuses on protecting customers' investment in iScala. Epicor continues to invest in new cutting edge technologies evolving our products to take advantage of these new technologies converging. Technological convergence means that iScala customers can get access to world class, next generation technologies with iScala as we make these available with the iScala 3.0 platform.

The integration to the Epicor ICE Extend platform delivers new capabilities to iScala users extending the way they work with iScala: Dashboards, Business Activities Queries (BAQs), updatable BAQs, and Trackers from in the office or on mobile devices.



Global business capabilities

Country specific functionality (CSF)—iScala 3.0 has been designed to ensure that clients can continue to use their iScala installation as part of their overall fiscal and regulatory compliance regime without the need for separate (and often expensive) tools from third parties. Updates include fiscal changes required in Scandinavia, Central and Eastern Europe, and Latin America.

Automatic banking operations (ABO)—New capabilities to support advanced bank reconciliations were added to iScala as part of iScala 2.3 SR3. This release focuses on extending these capabilities to allow customers to leverage the existing functionality in iScala and Epicor Service Connect (ESC) to support reconciliation of a multitude of bank statement formats/layouts, for example MT-940 or MT-942.

Single euro payments area (SEPA)—iScala 3.0 continues the Epicor push to protect our customers' investments in the iScala product with the delivery of support for SEPA Direct Debiting (DD). SEPA DD builds on the SEPA capabilities added in iScala 2.3 SR2 and iScala 2.3 SR3 allowing organizations to collect payments directly from their customers' bank accounts.

Usability and mobility

Grid-based order entry and enquiry screens—iScala 3.0 builds on the changes made to the Sales Order entry window in iScala 2.3 SR3. This version sees the introduction of the user-definable gridbased screens extended across the Purchase Management process from the order entry to order enquiry to the Purchase Order delivery screen in iScala. This means that all departments in iScala can take advantage of the "Fast Order Entry" capabilities.

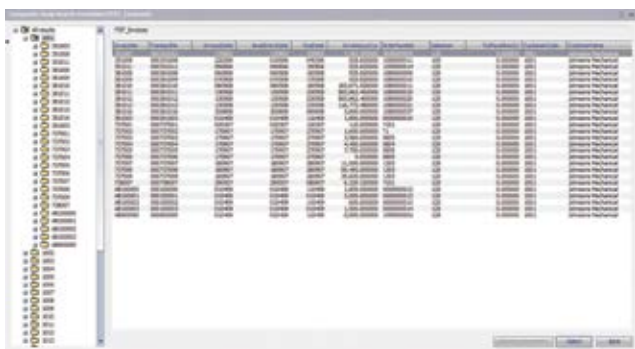
This release also sees a number of extensions to the grid-based screens allowing your organization to add data from different tables in iScala. This grants your customer service teams or order processing department access to a wide variety of information that can improve decision making and service levels.

Item	Description	Unit	Estimated Qty	Approved Qty	Actual Qty	Report Date	Cost
1001	1001	1001	1001	1001	1001	1001	1001
1002	1002	1002	1002	1002	1002	1002	1002
1003	1003	1003	1003	1003	1003	1003	1003

Integration to Epicor Mobile Field Service (EMFS)—iScala 3.0 sees a number of enhancements to the integration to EMFS, enabling service organizations to deploy service technicians/ engineers into the field with access to up-to-date field service information, including inventory statuses and service jobs. Service engineers can then work remotely allowing remote updates, reducing duplicate data entry as well as reducing costs, and increasing customer satisfaction and response times.



Multi-level Snap Searches—Snap Searches allow organizations to design, develop and deploy their own ad hoc on screen enquires. iScala 3.0 sees a number of enhancements to the Snap Search engine making them easier to build for administrators and power users, with improvements to the iScala Snap Search designer. The ability to use Snap Searches to support multi-level queries has been significantly enhanced to add business value to end users with drill-down and drill-up capabilities.



Service Connect enhancements (ESC)—Service Connect allows organizations to integrate iScala to other business solutions and automate complex processes. iScala 3.0 builds on the rich capabilities available in ESC by adding in support for a new rich text converter allowing organizations to convert any rich text file format into any XML file format.



The e-mail Template Builder was extended with ability to support HTML e-mail body. Additional editing modes are introduced meaning administrators are no longer limited in how e-mails generated by ESC are presented.

Customer requests

Lease management—As the global economy continues to shape the nature of business, organizations are looking to embrace new business processes and identify new revenue streams. iScala 3.0 sees the implementation of a number of customer enhancement requests focused on improving financial leasing and long-term rental capabilities as well as usability improvements designed to improve efficiencies during the delivery, invoicing, and contract crediting processes.

Service reporting—Some organizations do not need to send their service technicians into the field and do not need mobile field service capabilities. As part of the iScala 3.0 release, Epicor has added support for a new routine to allow reporting of actuals for service time, costs, and materials. This has been designed with Service Management users to simplify the reporting of actuals against one or more service orders.

Item	Unit	Material	Material Qty	Material Cost	Actual Qty	Actual Cost	Cost
800	000	800	0.00	0.00	0.00	0.00	0.00
800	000	800	0.00	0.00	0.00	0.00	0.00
800	000	800	0.00	0.00	0.00	0.00	0.00

Inventory management—Managing inventory is one of the most important activities in any manufacturing, distribution, or service organization. As a result iScala 3.0 addresses how companies can manage and control access to their inventory with the introduction of a number of new security settings. These settings allow the definition of controlled warehouses that can handle bonded goods, obsolete/bad inventory or just to ensure that the warehouse cannot be used at all.

Dynamic e-mail lists—iScala 2.3 SR2 saw the introduction of dynamic e-mail allowing companies to define how documents should be e-mailed to different recipients. As part of the Epicor focus on working with customers to deliver capabilities that help inspire business, iScala 3.0 sees the introduction of dynamic e-mail lists that can be maintained for each "Contact." This means that multiple recipients can be assigned to a single document per customer without the user specifying all the different e-mail addresses.

Process automation—Data entry is one of the most error prone, labor intensive activities that a user can undertake. iScala offers support for a number of different application integration packages allowing customer to automate the import, update, deletion, and export of information. iScala 3.0 sees the introduction of a number of new Service Connect application integration packages designed to automate complex, labor intensive processes including:

- ▶ Bank Application integrations (bank statement imports, SEPA integrations)
- ▶ Contract Application Integrations (new processes to import Service and Lease Contracts)
- ▶ Inventory Application Integrations (Warehouse-specific information per inventory item)
- ▶ Service Application Integrations (Serial numbers and Serial number history)



iScala CRM enhancements—The integration between iScala and iScala CRM 5.0 has been enhanced to include additional entities as our customers roll out relationship management to other areas of the business. As part of the integration to iScala CRM 5.0, iScala 3.0 now offers integration of Suppliers.

Protecting your Investment

Epicor is focused on continued investment in iScala. iScala 3.0 is a major release for iScala customers delivering on the Epicor product strategy with enhancements that extend iScala whilst converging our innovative technology platform ICE. iScala 3.0 also sees the introduction of a number of new functional capabilities driven by customer's feedback and has a continued focus on the needs of global businesses.

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.



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