



ICE Business Architecture

There has never been a more significant advancement in the technology that supports Epicor iScala than the introduction of Epicor ICE.

Epicor ICE is a modern and visionary technology framework developed by Epicor that enables iScala 3.0 users to achieve enhanced levels of mobility, accessibility, and interactivity among business applications. ICE acts as a connector, offering distributors access to the latest applications and technical capabilities while still taking advantage of the iScala 3.0 industry-leading distribution functionality. By extending the capabilities of your iScala 3.0 application, Epicor ICE allows users to stay ahead of the important technology innovations that are affecting business today. Advances in consumer technology have raised everyone's expectations—customers, suppliers, and employees want the same level of service and experience that smartphones have introduced. Modernizing your technology arsenal with Epicor ICE means everyone can work when, where, and how they need to work, and can make decisions based on information tailored to their own specific needs. Remote, or information-only workers, can get access to critical data without ever having to sign in to the iScala 3.0 application, because with Epicor ICE, you don't have to be in the ERP to use the ERP.

More than a technology layer, Epicor ICE is an expansive toolset that enables greater productivity, and drives continuous improvement by eliminating waste among critical business processes. Some features of this new technology include:

Benefits

- Enable consumer-grade search capabilities for Epicor iScala users
- Easily push out dashboards of user-specific information from Epicor iScala to mobile devices such as smartphones, tablets or any Web browser-enabled device
- Support for controlled updates using updateable BAQs and Dashboards
- Deliver new ways of accessing and updating iScala data on-site or remotely
- **Enterprise Search**—A sophisticated search engine with a familiar look and feel that brings the personal Internet experience to the workplace and provides all employees, regardless of location, with access to iScala 3.0 data (and more) from one simple search field.
- **Business Activity Query (BAQ)**—A dynamic query engine and graphical orchestration tool, used to create personalized or standard queries that can be used throughout the application to generate reports, quick searches, support portal views, or dashboard views.
- **Dashboards**—An application that allows distributors to easily publish updateable dashboards of user-specific information from iScala 3.0 to mobile devices such as smartphones, tablets, or any Web browser-enabled device.

Enterprise Search

Today's business workers are typically savvy Internet users in their personal lives and have come to expect the same sort of access to information in their business lives. Epicor Enterprise Search delivers familiar search engine capability that brings the personal Internet experience to the workplace, with a comprehensive search that is both embedded within iScala 3.0 and available for use within popular Web browsers.

Easily find relevant business data

Utilizing Enterprise Search means that you are no longer tied to traditional ways of accessing information, such as hierarchical menu structures. Now you can specify exactly what you are looking for, and pick and choose from the result sets returned to review the information you need. Enterprise Search includes the ability to “drill down” into related data from search results. For example, if you search for a customer, you will be able to see related results that drill down into sales orders, invoices, payments, or calls attached to that customer.

Secure search results

Application data search results are returned based on the user's access rights—if a user is not permitted to view certain data, it will not be listed in the results. Search capability is expansive and includes data within iScala 3.0, as well as information stored locally, on the network, or on the Internet.

Search on information beyond iScala 3.0

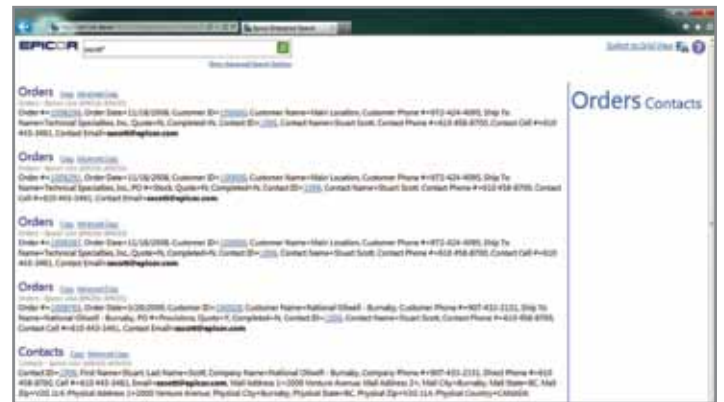
Because Enterprise Search can return results from any SQL database, you can use it to provide your employees with search results from additional sources beyond iScala 3.0. It is a true, one-stop source for all your business searching needs.

Get the information you need from anywhere

Searches can be performed from any Web browser, or launched directly from an icon in your system tray. Using Enterprise Search, information is retrieved faster and with fewer key strokes because there is no need to navigate among screens within the application.

Enterprise data without utilizing an application license

Not only does Enterprise Search bring relevant business information in a familiar and intuitive setting, it provides rapid and secure information access without utilizing a license (unless launching an application form in context from a search result).



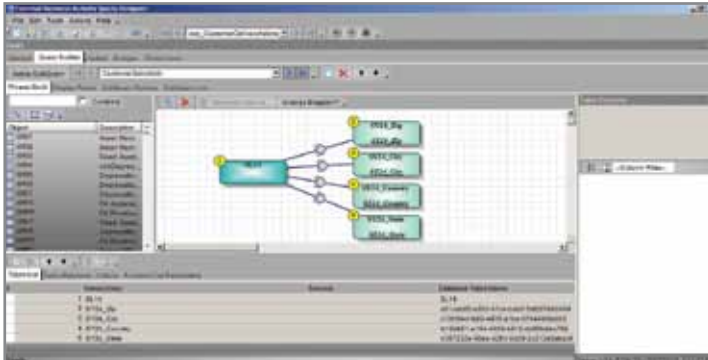
Enterprise Search provides a familiar, Web-based search across multiple tables and even multiple databases, using a familiar search interface.

Business Activity Query (BAQ)

There's no question that accurate, timely information yields better business results; therefore, every business needs a straightforward query engine that allows it to create personalized queries or to copy standard queries. Epicor created BAQ for this reason—once a query is created, it can be used throughout the iScala application to generate reports, drive quick searches, and support portal or dashboard views of data. Now you can create queries that display the data you need when and how you need it.

Easy-to-use wizards

The BAQ Designer offers many useful features for creating business queries, and can be accessed from various parts of the application. It includes easy-to-use wizards to help you define your query, or you can create the query free form.



The Business Activity Query designer is graphically based and easy to navigate.

Views of data

Create multiple views of standard system information for rapid reporting and dashboard generation, and allow multiple instances of a single table.

Analyze and test your query

In addition to providing a visual presentation of the query being created, the BAQ designer offers tabs where you can analyse, test the syntax, and run the query to confirm the query is correct before it goes into production. There is also a tab to display where a query is being used, such as in a Dashboard or within another query. The BAQ designer provides all the tools you need to quickly and easily create queries that return the relevant data you need.

Dashboards

Expectations around how information is delivered and consumed are at an all time high. Essentially, anyone with a smartphone or tablet can download applications and create highly personalized systems. This is having a profound effect on business, as pressure is being exerted by customers who demand rapid, precise execution, and an eager, technology-savvy workforce in search of every productivity-boosting tool available.

Unique flexibility

Dashboards can be deployed in numerous ways—desktop client, Web, or via Microsoft® SharePoint®—to support many different user needs. Regardless of your IT strategy, Dashboards can support simple and complex deployments, and methods can easily be changed as your business grows.

Bring your own ERP

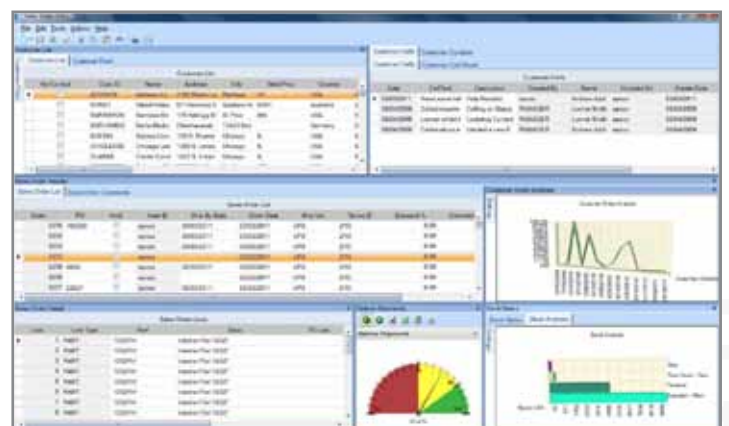
The power of the Epicor Dashboard is in how it enables users to specify how they work, and tailor their workspace to fit their needs. It works much like the instrument panel of a car, providing users with real-time “mash-up” of all the necessary information to drive daily activities. Through Dashboards, users can create highly individualized systems—workbenches composed of applications and information suited to their job functions. In short, Epicor Dashboards provide a “one-stop-shop” for tactical business intelligence and core functionality.

Entirely updateable and mobile

Your business needs are constantly changing, so the underlying technology makes it possible to reconfigure or update any Dashboard as roles and business needs evolve. Epicor Dashboards are nimble enough to be created without a lot of hassle, and through the ICE Framework, they may be published to any number of places, including smartphones, tablets, a SharePoint site, a Web page, or any Web-enabled device.

Updatable BAQs and Dashboards allow organizations to define what data can be changed by authenticated users. Combined with the powerful process orchestration capabilities in Epicor Service Connect, organizations can manage the processing of the updates including authorisations or rejections of incorrect updates.

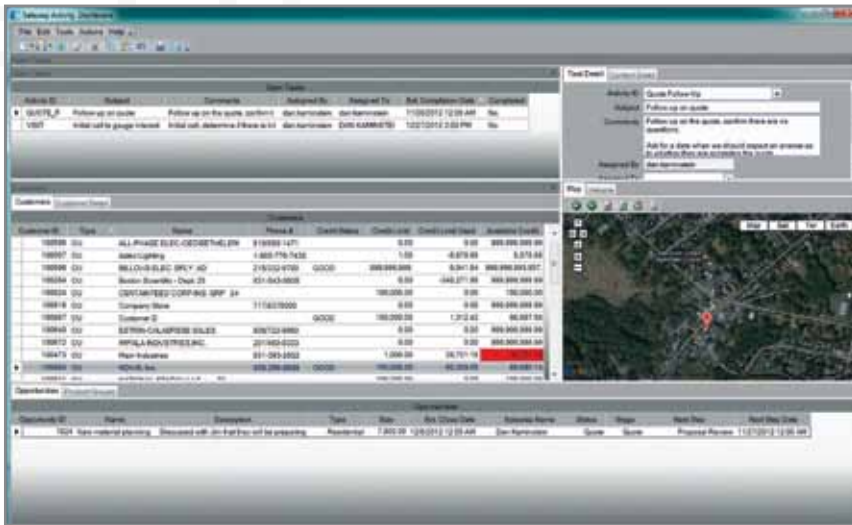
Mobile Dashboards allow remote employees to view and update information from iScala 3.0 wherever they have access to the Internet.



Example of a dashboard for Inside Sales, composed of Customer, Sales, and Shipment data.

Manage by exception seamlessly

Quickly generate your own indicators using the Business Activity Query wizard and Dashboard maintenance. This allows you to see the exceptions in your business based on your unique needs. Create detailed or summarized indicators that are focused on a particular record such as a customer. See related information by linking multiple components together and publishing based on the selected record. Advanced components can be generated while adding sheets or additional tabs to existing components.



Sample Sales Rep Dashboard showing Task, Customer, and Opportunity data.

About Epicor

Epicor Software Corporation is a global leader delivering business software solutions to the manufacturing, distribution, retail, and service industries. With more than 40 years of experience, Epicor has more than 20,000 customers in over 150 countries. Epicor solutions enable companies to drive increased efficiency and improve profitability. With a history of innovation, industry expertise, and passion for excellence, Epicor inspires customers to build lasting competitive advantage. Epicor provides the single point of accountability that local, regional, and global businesses demand. For more information, visit www.epicor.com.

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