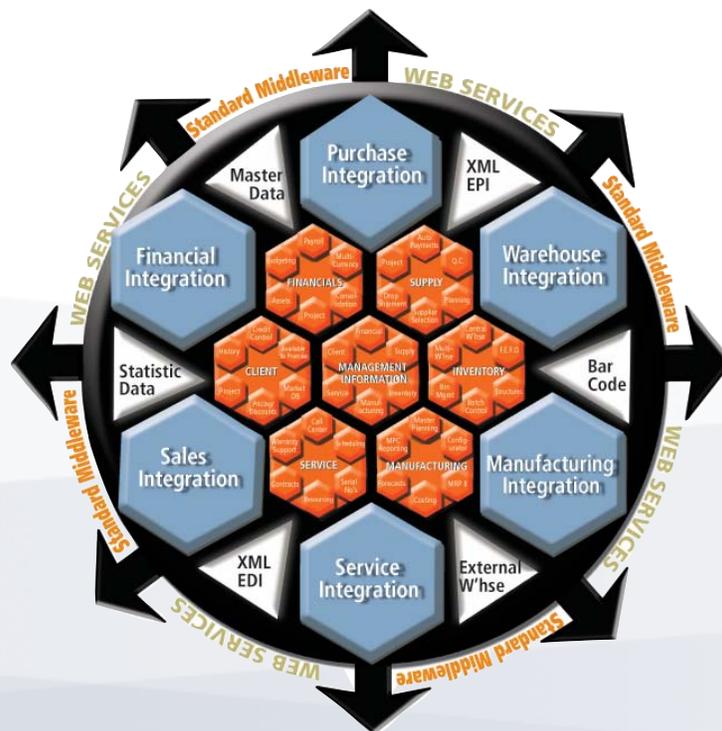


Service Connect Overview

Today's business world is a connected world! Integration and automation is everywhere — linking sales staff on the road, warehouse staff in the bays, engineers on the shop floor, customers and suppliers together in a seamless web of commerce and understanding. As you would expect from a leading global solution iScala has everything businesses need to excel in this integrated, automated environment, with business level tools to hide the technical complexity and packaged solutions that will support you as your business grows.



There is increasing pressure from large customers for their suppliers to communicate electronically in real-time. The cost can appear prohibitive with some systems, but with iScala these needs can be easily solved, letting you get on with your core activities.

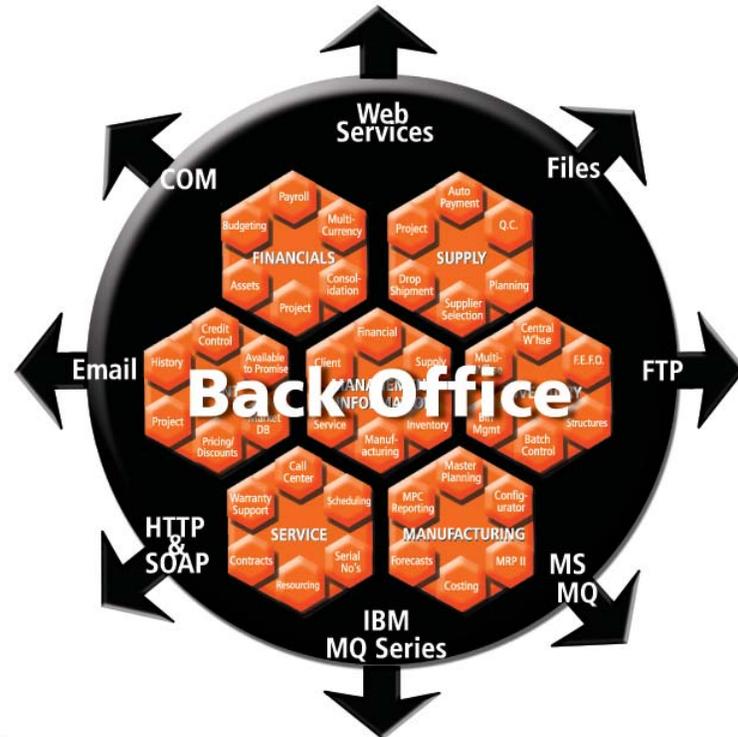
The soup of technical buzzwords can be very confusing if you have not used integration technologies before — Web services, XML, TCP/IP, Queues, FTP, SMTP, HTML, COM, Ports, Channels, etc. Epicor trained consultants can help you to avoid getting lost in the detail by working with your staff during implementation to train them as needed.

All Service Connect solutions enhance the traditional ERP features available in iScala. Solution users can automate tasks and processes to let employees focus on value added activities such as resolving queries and reviewing unusual/high value orders, rather than mundane routine data (re)entry tasks.

Service Connect solutions are built to support specific business processes; connecting business entities, business partners, applications, or users. All Service Connect solutions use open, industry-wide standards and technology, enabling businesses to deploy solutions now, confident that their investment will remain main-stream for the foreseeable future. Service Connect solutions harness the power of Web services, XML, and transaction based processing environments to deliver rock-solid reliability combined with ease of use.

Technology

All Service Connect solutions support the Microsoft .NET Framework. Business logic is executed within the COM+ (Component Object Model +) environment, which ensures that if programs stop for any reason halfway through processing, the transaction is “rolled-back”, preventing the posting of unbalanced transactions and partial database updates. This combination of Microsoft technologies means that all Service Connect solutions are highly scalable. For a more detailed explanation, please contact your local Epicor representative.



All Service Connect solutions include:

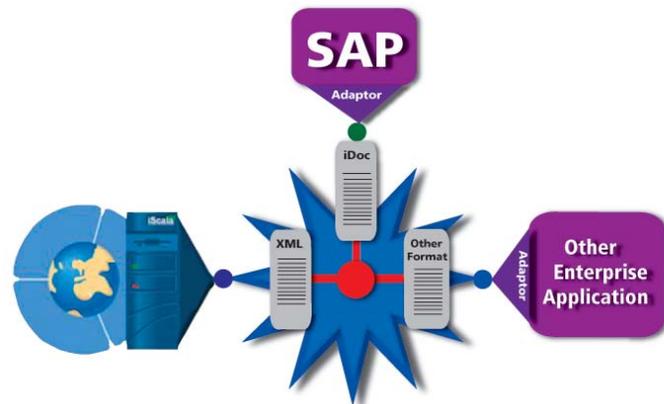
- Support for business documents that are based on open standards.
- Listeners and Posters that support communication protocols including Web Services, COM, FTP, HTTP, e-mail (SMTP/POP), files and Microsoft Message Queue
- Pre-defined processes that encapsulate the most common workflows and structure the execution of Managers
- Managers, the code that actually processes the Business Documents and contains the business logic
- The Data Exchange Server (DES), the iScala service that routes incoming and outgoing messages between listeners/posters and processes

In addition, Service Connect solutions that are deployed on the iScala Enterprise Server can use Listeners and Posters to connect to IBM MQ series message queues.

All Service Connect solutions use XML-based documents to provide simple “out-of-the-box” connectivity to other Service Connect solutions and applications that support the same XML standards. Businesses that need to integrate with additional standards (XML or other) can easily do so using the built in Data Mapping tool or Middleware (for example Microsoft’s BizTalk Server).

Middleware

Middleware is the generic term for software that lets systems using different communication protocols and/or message formats communicate with each other. Middleware can also add an additional layer of process control, security, and data integrity to the



transfer of data between different sites. iService Connect solutions do not require proprietary middleware — they have been designed to integrate with any middleware capable of processing XML and one of the listed communication protocols.

iScala integrates seamlessly with Microsoft Biztalk Server through Web services, but for other applications, the connection with Biztalk may be complex to configure. To simplify this and to add support for legacy or proprietary formats, middleware adaptors can be used. Various vendors provide adaptors (such as the Microsoft BizTalk Adaptor for SAP) and these can be combined to product complete solutions.

Communication Networks

Communication networks are the way that different IT systems can be linked together. They can range from the simple, so called “floppy-net” where a file is placed on a floppy disc, sent through the normal post and then read at the other end, right through to complex, highly scalable, reliable message queues built using IBM MQ series or Microsoft Message Queue. A well-designed communication network is an important part of the IT infrastructure of any organization and must reflect the needs of the internal and external users, supporting many different applications and technologies. Unlike some collaborative solutions that require specific communication network structures, Service Connect solutions can run using whatever existing infrastructure is in place.

Additional Information

Epicor iScala is the most globally available ERP solution, fully supported by the standard Signature implementation methodology. A set of migration tools is available for existing Scala customers who wish to migrate or upgrade to the latest release Epicor iScala. For further details please contact your local Epicor representative or visit www.epicor.com/www/products/iscale.



Epicor Software Corporation
Worldwide Headquarters
18200 Von Karman Avenue
Suite 1000
Irvine, California 92612 USA

Inquiries

(800) 997-7528 (US and Canada)
(952) 417-5207 (international)
E-mail: info@epicor.com
www.epicor.com

