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Epicor Kinetic
Cloud Services

**Encompass Cloud
Advanced Support provides
maintenance, management,
and technical support for
your Epicor Cloud system.**

Service Details

> **Account Management**

We manage time consuming engagements with Epicor on behalf of our MS clients. This saves time and burden from Epicor users or system administrators by allowing these individuals to focus on real-time business needs while issues are handled by a trusted Epicor partner.

> **Escalation & Representation**

Our resources have the technical knowledge and understanding of Epicor's ERP Cloud/SaaS model to streamline technical needs between you and Epicor support. This includes priority to a dedicated Epicor resource for functional or technical needs.

> **Helpdesk Support**

Address any Epicor ERP questions or concerns through Encompass' dedicated IT helpdesk.

> **Customization**

Our resources allow you to easily develop business activity queries or method and data directives for Epicor Cloud support to deliver custom functionality.

> **Clear Communications**

Ensure communication regarding technical needs are aligned with Epicor Cloud Support requirements.

> **Epicor Updated, Testing & Review**

Communicating release schedules and reminders of patches or upgrades for Epicor ERP.