

## Product

- ▶ Epicor® iScala®

## Benefits

- ▶ Get mobile access to key enterprise data
- ▶ Quickly find relevant information with enterprise search
- ▶ Share business data with key stakeholders including customers, business partners, and suppliers
- ▶ Gain reporting tools, dashboards, and mobile and portal access

To meet the needs of today's businesses, it is imperative to extend and enhance access to critical business data in a way that is both relevant and contextual. Epicor ICE for iScala gives your users mobile access and extends and enhances your iScala application with powerful search, dashboard, and query capabilities.

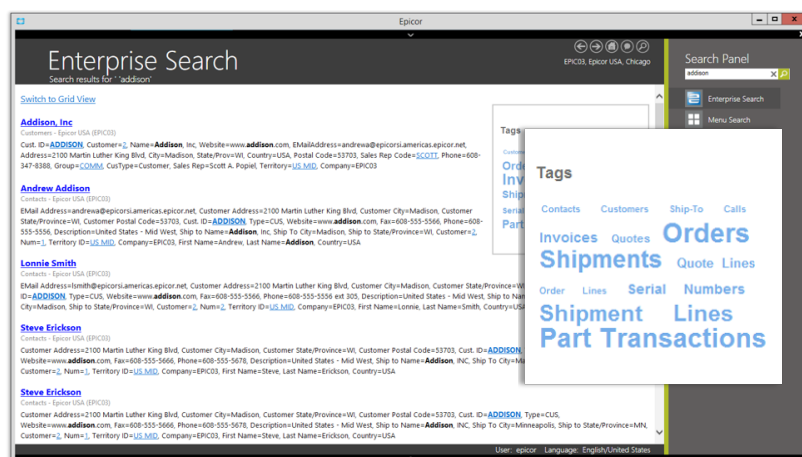
Epicor ICE for iScala is designed to deliver enhanced mobility, increased accessibility, and better interactivity across your business applications. Advances in consumer technology have raised expectations—customers, suppliers, and employees want the same level of service and convenience they're used to getting from their smartphones. Harnessing Epicor ICE as part of your iScala solutions can allow you to work when, where, and how you need to. It can also help you improve decision-making by providing key information that's tailored to your own specific needs. The value of your iScala investment can be extended with ICE for iScala, allowing remote or information-only workers to have secure access to business data—to provide information or support decision making—without ever having to sign in to the iScala application. With ICE for iScala, you do not have to be in the enterprise resource planning (ERP) system to use it.

More than a technology layer, ICE for iScala is an expansive toolset that enables greater productivity and can help drive continuous improvement. Key features include:

- ▶ Powerful, web-based enterprise search that allows you to find relevant business data
- ▶ Dashboards with user-specific information available on compatible mobile devices, tablets, or any web browser-enabled device
- ▶ A dynamic query engine and graphical orchestration tool to generate reports, perform quick searches, and support portal or dashboard views

## Finding the right information

Today's business workers are regular Internet users in their personal lives, so they expect the same sort of access to information in their business lives. The comprehensive enterprise search in ICE for iScala delivers a familiar search engine capability to bring the personal Internet experience into the workplace, and it can be embedded within your iScala solution or use a web browser.



Using ICE for iScala to search and find relevant business data means you are no longer limited to traditional ways of accessing business information—such as hierarchical menu structures. With ICE for iScala, you can specify exactly what you are looking for and choose from—and drill into—related data from your search results. If you search for a customer, you will be able to see related results such as sales orders, invoices, payments, or calls attached to that customer.

Be confident that you have secure search results and that you uphold data governance policies with results-returned-based user access rights—a user will only see the data that fits their permissions.

Find relevant business information that exists beyond your iScala solution by using a one-step search. ICE for iScala enterprise search delivers results from your iScala solution as well as information stored locally, on your network, or on the Internet. You can get the information you need from anywhere at any time—search using a web browser, from an icon in your system tray, or from within your iScala application. You can now retrieve the business information you need faster and with fewer key strokes, because there is no need to navigate between application screens and systems.

## Delivering the right information

Expectations around information delivery and consumption are at an all-time high. Essentially, anyone with a mobile device can download applications and create highly personalized systems. This is having a profound effect on business. Customers demand rapid and

precise execution, while more and more technology-savvy employees are seeking every productivity-boosting tool available.

Using the power of ICE for iScala dashboards, you can tailor your view of the business to fit your needs. Much like the instrument panel of a car, it provides you with a real-time mash-up of all the configured information to drive your daily activities. Create highly individualized systems with dashboards composed of applications and information targeted to specific job functions. In short, provide a “one-stop-shop” for tactical business intelligence and core functionality.

By harnessing the flexibility delivered with ICE for iScala dashboards, you can support different user communities and business requirements. Deploy dashboards in numerous ways—desktop client, web, or via Microsoft® SharePoint®. Regardless of your IT strategy, ICE for iScala can be configured to support many/most supports your requirements with both simple and complex deployments, and allows you to reconfigure or update any dashboard so you can adapt to constantly changing business needs as your business grows.

## Access information anytime, anywhere

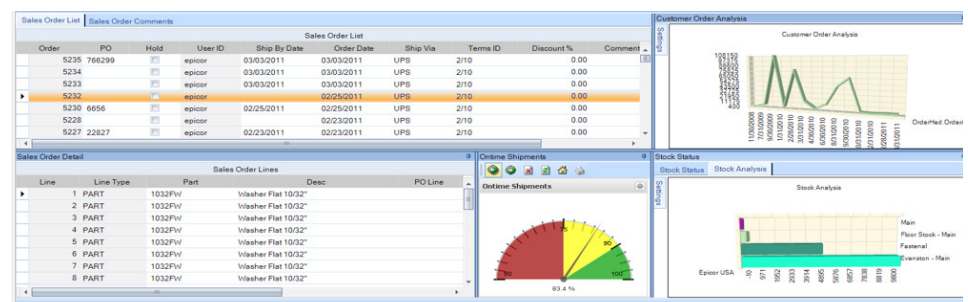
The ICE for iScala portal technology allows you to support remote workers—employees who rely on information from the ERP who may not need to work in the ERP itself, those who need to make decisions, and simply those on the go.

Using ICE for iScala, you can extend your solution and provide mobile access, and you can decouple and package many of your ERP business processes into interactive mini-apps that are accessible—anywhere, anytime—from any compatible browser-capable device. With mobile dashboards, your remote users can view and update key business information wherever they have access to the Internet. For example, as a purchasing manager, you need to approve purchase orders—and the mobile portal allows you to approve and process those orders from your phone, tablet, or laptop.



## Timely and accurate information

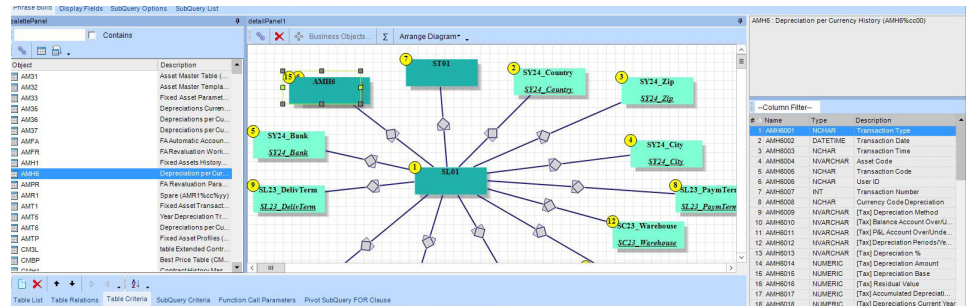
There is no question that accurate, timely information yields better business results. With ICE for iScala, you can quickly create the queries you need to provide key business information using the Business Activity Query (BAQ) engine to display the data you need—when and how you need it. You can use BAQs throughout your iScala solution to generate personalized queries, copy standard queries, build reports, drive quick searches, and support portal or dashboard views of data.



The easy-to-use wizards let you quickly and easily perform business queries, create multiple views of standard system information for rapid reporting and dashboard generation, and allow multiple instances of a single table.

In addition to providing a visual presentation of the query, the BAQ designer allows you to analyze and test queries before pushing out to a wider audience. You can also analyze where a query is being used—such as in a dashboard or within another query.

The updatable BAQs and dashboards allow you to define and control what data changes or updates an authenticated user can make. Combined with the powerful process orchestration capabilities in Epicor Service Connect,



you can manage processing the updates—including authorizations or rejections of incorrect updates.

## Seamlessly extend and manage

See exceptions in your business based on your unique needs by quickly generating your own indicators using the BAQ wizard and dashboard maintenance. You can create detailed or summarized indicators focused

on a particular record—like a customer. See related information by linking multiple components together and publishing based on the selected record.

Your iScala system—coupled with ICE for iScala and Epicor Service Connect—can allow you to quickly access important information by integrating with certain / supported / compatible external systems. You can seamlessly orchestrate business processes and ensure a complete audit history.

## 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 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](http://www.epicor.com).

**EPICOR**

Contact us for more information on Epicor products and services



+36.1.452.7600



info@epicor.com



www.epicor.com

The contents of this document are for informational purposes only and are subject to change without notice. Epicor Software Corporation makes no guarantee, representations, or warranties with regard to the enclosed information and specifically disclaims, to the full extent of the law, any applicable implied warranties, such as fitness for a particular purpose, merchantability, satisfactory quality, or reasonable skill and care. This document and its contents, including the viewpoints, dates, and functional content expressed herein are believed to be accurate as of its date of publication, September 2017. The results represented in this testimonial may be unique to the particular user as each user's experience will vary. The usage of any Epicor software shall be pursuant to the applicable end user license agreement, and the performance of any consulting services by Epicor personnel shall be pursuant to applicable standard services terms and conditions. Usage of the solution(s) described in this document with other Epicor software or third-party products may require the purchase of licenses for such other products. Epicor, the Epicor logo, and Epicor iScala are registered trademarks or trademarks of Epicor Software Corporation in the United States, certain other countries, and/or the EU. All other trademarks mentioned are the property of their respective owners. Copyright © 2017 Epicor Software Corporation. All rights reserved.