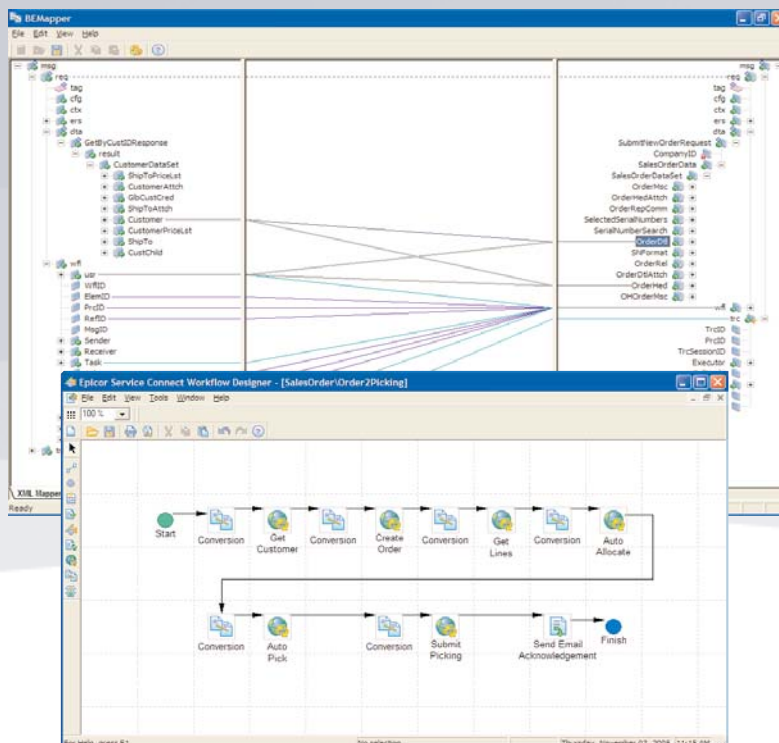# Service Connect

Workflow and Business Integration Platform

Epicor Service Connect is a business integration platform, functioning as a central integration point for secure workflow orchestrations within Epicor® applications as well as external connectivity to Epicor and non-Epicor applications. Users can automate tasks and processes within the application to promote lean principles, continuous performance initiatives and Six Sigma quality within the organization or across the supply-chain. Service Connect lets employees focus on value added activities and management by exception instead of repetitive data (re)entry tasks.

Built to support collaborative processes, Service Connect links different business entities, applications or users using open, industry wide standards and technology that enables businesses to deploy solutions — confident that their investment will remain in tact for the future. Service Connect harnesses the openness of XML and includes service-bus functionality for Security, Messaging, Orchestration, Transformation, Scheduling, Notification, and Exception Handling to deliver rock-solid reliability combined with ease of use.

Much More than a Programming Interface

Programming interfaces and system integration has typically been a complex and difficult task. Even if applications have a published application programming interface (API), the effort to connect both applications still requires code for mapping the integration, proper error handling, scheduling, and so on. In other words, an API is only the start of a long integration process. The aim of Service Connect is to eliminate this extra coding effort required to integrate an Epicor solution. Service Connect is more than a tool for integration; it is a rapid platform for incorporating workflow and system orchestration through visual designers with little to no programming effort.

Service Connect uses XML documents to provide simple Web service connectivity to Epicor solutions and other applications that support XML standards. Integration can be easily built by using the Service Connect Visual Data Mapping tool to link and transform XML documents to map to different systems along multiple communication channels and protocols to support a wide range of integration scenarios.

Service Connect logs workflow processing for both transactional integrity and compliancy. Processes are available for review and tracking while in progress or after the process completes. If for any reason processes error or stop, transactions are rolled back and queued for subsequent correction and resubmit. Notification services can be incorporated into the workflow to alert either the submitting application (e.g. system integration or EDI process) or an administrator.

HIGHLIGHTS

- Integrate Epicor with External Systems
  - Epicor Software Development Toolkits Not Required
  - No Microsoft .NET or Progress OpenEdge Development Required
  - Orchestrate EDI Processing
- Automate Business Processes
  - Task Assignments
  - Logical Routing
- Eliminate Non-value Processes or Application Requirements
  - Lean Principles Across All Industry Lines

- Message-based for a Service Oriented Architecture
  - Messages are XML
  - Built-in Mapping Tool
  - Complete Audit History
- Supported Communication Protocols
  - Web Services, COM, FTP, HTTP, SMTP, File System, Microsoft Message Queue, IBM MQ Series

- Re-usable Web services
  - Epicor ERP Application Code Utilized in Workflow for Processing Business Documents, Ensuring Consistent Results No Matter the Input Source
  - Publish Workflow Orchestrations as Web Services
- Data Exchange Server (DES)
  - Epicor Access Server Links Processes to the Epicor ERP Solution

Added Value for a Service Oriented Architecture Foundation

The service oriented architecture (SOA) of Epicor solutions enable workflow orchestrations within Service Connect to streamline processing within the application framework. Business components, represented as Web services outside of the application, can be recomposed within Service Connect to eliminate non-value added steps or potentially speed up any process. For example, processing sales orders typically involves multiple availability inquiries, reviews, inventory release decisions, etc. Orchestrating this process within the Service Connect Workflow Designer can eliminate many of these steps by routing processes to automated tasks, such as order-submit-direct-to-pick for specific inventory items or order fulfillment for your best customers. Other examples include: product lifecycle management (PLM) integration without entering change orders within a process workbench in the application; processing of e-mail attachments for automatic data input; and corporate governance best practices using task assignments with digital signatures.

System Requirements

Processor
- Pentium® III class or better. A Dual Pentium® Xeon® with Hyper-threading support recommended

Memory
- 512 MB of RAM required; 1 GB or more recommended

Server System
- Microsoft® Windows 2000 Server™ Service Pack 4 or Windows 2003 Server™ Enterprise Service Pack 1
- Microsoft SQL Server 2000 with Service Pack 4
- Microsoft Internet Information Server (IIS) 6.0

Recommended Server Configuration
- Server 1: Epicor Service Connect
- Server 2: Microsoft SQL Server (can be shared with Epicor ERP solution)
- Server 3: Microsoft IIS for Epicor Web services (Alternate: shared with Server 1 or other Epicor application server)

EPICOR.

Worldwide Headquarters 18200 Von Karman Avenue, Suite 1000, Irvine, California 92612 USA
Phone: +1 949 585-3700 Fax: +1 949 585-4419 Visit our Web site at www.epicor.com

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