

Epicor iScala CRM 3.0

Aligned to Deliver the Next Generation of Integrated Business Solutions

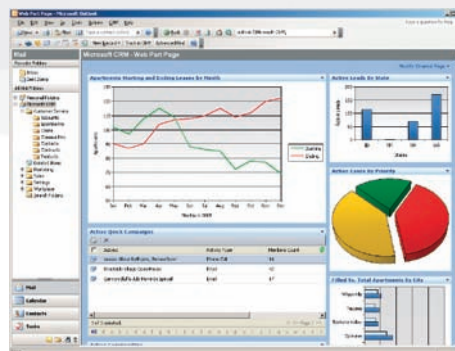
Epicor iScala is a line of financial, customer relationship and supply chain management solutions that help organizations work more effectively. Delivered through an internal sales organization and a network of partners providing specialized services, these integrated, adaptable business solutions work like and with familiar Microsoft software to streamline processes across an entire business.

Integration with Microsoft SQL Server™ 2005 is key to delivering adaptable business solutions. iScala CRM, is being designed to take advantage of the business intelligence, data management, enhanced performance and high-availability features of SQL Server 2005. Because Microsoft SQL Server is the chosen platform for iScala CRM, customers will benefit from improved access to application data, simplified deployments, ease of maintenance and faster application response.

Seamless Access to Business Data

Microsoft is committed to delivering insight to all of the users of a business application, regardless of their roles in the company. With SQL Server 2005, businesses can extend the value of their iScala CRM solution using a complete set of data-management tools and put critical, timely information in the hands of all employees. Additionally, managers can appropriately control access to data based on security and data integrity needs. From the CEO to the information worker, iScala CRM users will benefit from integration with SQL Server 2005 by having the ability to:

- Generate reports using data from within iScala CRM using SQL Server Reporting Services to author, manage, and deliver both paper-oriented and interactive, Web-based reports
- Structure data and tables from iScala CRM into multi-dimensional cubes for easier viewing.
- Build and analyze data warehouses of any size.
- Organize and use data more efficiently with more memory and speed – resulting in faster decision-making.



Harnessing the combined power of SQL Server Reporting Services with iScala CRM, users can seamlessly report on external and CRM data and can use any report types inside the CRM application, including Microsoft Office Excel®, Microsoft SharePoint®, Microsoft Access, Business Objects and more.

Simplify Installation and Management

In today's connected world, data and the systems that manage that data must always be available to users. With SQL Server 2005, users and IT professionals across the organization will benefit from reduced application downtime, increased scalability and performance, and tight security controls.

SQL Server 2005 provides iScala CRM administrators enhanced capabilities to help ensure 24x7 operations and optimal performance, with automated and enhanced monitoring and tuning tools.

- **The Database Tuning Advisor (DTA)** is well suited to understanding and processing the thousands of indexes existing in typical iScala CRM implementations, and allows the database administrator to quickly analyze and implement database index improvements.
- **Surface Area configuration tools** improve manageability and security by giving administrators more control over the "surface area" of local and remote instances of SQL Server 2005. Administrators can easily enable or disable unused services, unused network protocols, or unused features of SQL Server 2005.
- Monitor backup procedures and the database with **alerts** for prompt notification if problems arise.

New SQL Server 2005 backup capabilities help keep data secure against almost any hardware problem or incident. iScala CRM administrators can take advantage of fine grained error repairs, online backups and redo controlled by checkpoint to speed up recovery.

Online backups now allow Transaction Log backups to be performed at the same time. This is an advantage for iScala CRM installations with 24x7 operations or ongoing batch processing during evening/off hours.

- SQL Server 2005 can **restore single pages** from online backups or transaction Log backups, all while the iScala CRM installation remains operational.
- Multiple improvements in recovery lead to **faster failover time** for Microsoft Cluster Solutions (MSCS), as well as faster failover time for synchronous database mirroring with failover.

Enhanced Performance

iScala CRM databases have thousands of indexes, and new online indexing capabilities within SQL Server 2005 increase application availability.

- **32-bit improvements and 64-bit support.** SQL Server 2005 allows support for up to four GB of memory in 32-bit implementations, and nearly unlimited memory in x64 implementations, enabling customers to deploy the largest iScala CRM implementations by increasing the space available for ODBC cursors.
- SQL Server 2005 allows **partitioned Tables and Indexes**. A iScala CRM installation can segment a very-large table (and its associated indexes) into multiple, manageable pieces, increasing performance and scalability.

One of the key barriers to developer productivity has been the lack of integrated tools for database development and debugging. SQL Server 2005 will provide advancements that could fundamentally change the way that database applications are developed and deployed.

Enhanced High Availability

Enterprises running iScala CRM business applications need 24x7 availability. iScala CRM deployments support the new capabilities of SQL Server 2005 to enable highly available environments.

SQL Server customers are currently running applications with multi-terabyte databases and more than 99.998% availability.

- **Database Mirroring.*** Asynchronous and synchronous database mirroring with transparent failover help ensure that a hot-standby iScala CRM database copy is rapidly available in the event of hardware failure. Database mirroring allows for geographical redundancy, with network traffic being encrypted by default.
- **Database Snapshot.** Allows for recovery from operator error by instantly creating persistent read-only copies of a iScala CRM database at a point in time.
- **Online Indexing.** SQL Server 2005 can create a new Index, defragment and rebuild an existing Index, or drop an Index while the iScala CRM installation remains online. These features significantly reduce the typical downtime needed for database maintenance, and are critical since a typical iScala CRM implementation has hundreds of large Indexes.
- **Fine-Grained Online Repairs.** Allows the Database Administrator to work with the system at a granular level, leaving only part of the system off-line such as to check and restore data at the page level.

Leading TCO

SQL Server 2005 offers a compelling total cost of ownership (TCO) for iScala CRM implementations. SQL Server 2005 is licensed per processor, not per core, reducing the database cost by a factor of three or more.

Customers can take advantage of SQL Server 2005 comprehensive data management capabilities, including advanced data mining, integration services, business intelligence, high availability and manageability as standard features at no additional cost.

iScala CRM and Microsoft SQL Server: the Right Team

iScala CRM developers and Microsoft SQL Server developers work closely throughout our development cycles to leverage critical customer data that factor into many new feature decisions.

A result of this alliance is that iScala CRM has selected Microsoft .NET as the best way to deliver the new generation of Web services applications. iScala CRM takes advantage of Microsoft's Web Services and .NET software, and Microsoft is using the leading customer relationship management (CRM) capabilities of iScala CRM.

* Database mirroring is currently included in SQL Server 2005 for testing and non-productive environments. After launch, Microsoft plans to release an update that will enable database mirroring for production environments.



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