



Bringing IT together.



Epicor Service Offerings

ComTec Solutions provides a variety of services around implementation, process improvement, and extending the value of Epicor software. Our consulting services' objective is to implement and rollout systems on plan, within budget, and optimized for each customer's environment.

ComTec's consultants have in-depth product knowledge of Epicor's solutions. In addition, team members have experience in a wide variety of functional areas including accounting, finance, supply-chain, customer relationship management (CRM), and business intelligence. Their pooled expertise ensures ComTec's ability to design and implement systems, troubleshoot issues, and transfer knowledge to your organization.

IMPLEMENTATION SERVICES

Proven methodology for consistent customer-focused implementations.

Successful implementations are based on the Signature Methodology that has been refined and proven on thousands of projects over Epicor's 40+ years history. The fact that ComTec is an Epicor Certified Partner ensures you that we utilize the same methodology and toolset in our practice.

Developed, improved, and proven over thousands of projects using hundreds of consultants, Signature enables ComTec to deliver efficient, effective, and well-managed projects for every customer consistently, wherever they are located.

BUSINESS PROCESS CONSULTING

Align customer processes, Epicor's software and best practices.

Beyond the payback that comes from a rapid implementation and go-live, ComTec's professional services can help deliver a greater return on investment through Business Process Consulting.

Through years of exposure to customers just like you, our consultants have learned how to get the most out of the Epicor applications and which practices deliver the greatest results. ComTec can help you evaluate your processes, whether it is up front analysis in support of a business process re-engineering project or a post go-live focus on continuous performance improvement initiatives.

CORPORATE HEADQUARTERS

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Rochester, New York 14624
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Visit us at comtecsolutions.com



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INTEGRATION SERVICES

Seamlessly integrate Epicor with other 3rd party systems.

Although the Epicor Kinetic system provides an integrated solution set to run your business, many times we find other software and hardware systems running in your business that now require duplicate entry. These activities allow for human error and are often time-consuming and costly.

Using the Epicor SOA (Service Oriented Architecture) we can integrate your outside system with Epicor allowing for data to be entered once, with accuracy, and reducing duplicate efforts in your organization.

CUSTOM SOLUTION DEVELOPMENT

Customer-specific, designed and developed software applications.

Whether you require a simple dashboard, Crystal Report, or whether you have complex requirements for a software modification, ComTec Systems Engineers can help you achieve the desired result you are looking for. We have engineers on staff with many years of experience in Crystal Reports, Microsoft SQL, Microsoft.Net, BPMs, BAQs, and Dashboards.

UPGRADE SERVICES

Expert guidance to smoothly transition to the latest version.

Our Project Management team offers a number of options to support customers in this important step between releases and access to extensive new version capabilities.

HARDWARE AND SYSTEMS CONSULTING

Optimize network and system performance.

Our Expert IT staff maintains a detailed knowledge of both Epicor solutions and the platforms they require and can help you plan for infrastructure, hardware sizing, and continued growth.

MANAGED SERVER HOSTING

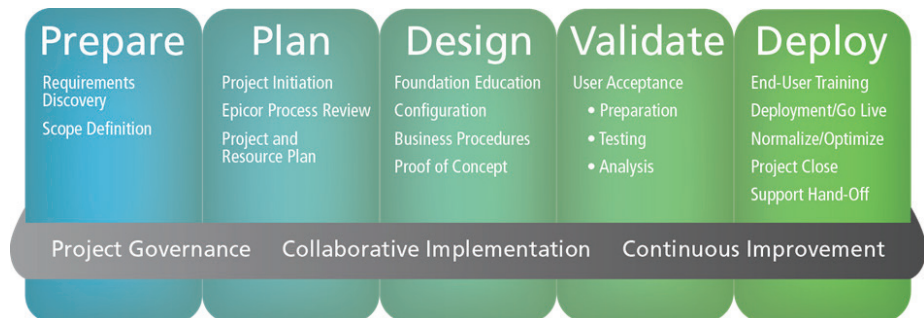
Frees your team from time-consuming IT troubleshooting.

Our hosting solution follows all Epicor guidelines and is managed by Epicor certified engineers. With ComTec, you are assured of the most up-to-date solutions that are scalable and flexible to fit your current needs and you can add to them when your company is ready. We provide smart client and/or web client access to your software, you have full access to your server, and full access to Microsoft SQL if needed.

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