EPICOR

Jitterbit

Epicor Integration

Create a 360° View of Data to Personalize Your Customer Experiences

Kinetic (the new name for Epicor ERP) is a powerful cloud-based ERP system that modernizes your manufacturing operations with capabilities that accelerate innovation and business growth. Yet, most companies also use other software to run the business. To get the most out of Epicor, you need to connect it to other applications and data sources – sales, marketing, logistics, procurement, and more. Integration is the key to maximizing the value of your Epicor system and its complementary applications. The payback can be transformational: an end-to-end 360-degree view of your customers and products.

Jitterbit's API Integration Platform offers fast, flexible integration with legacy, on-premises, and cloud applications. It enables you to build reliable, scalable integrations that extend Epicor into any business process to increase data accuracy, achieve widespread automation, support new business objectives, and improve overall efficiency.

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The Business Case for Customer Experience API360

For an organization to thrive, data-driven decisions are imperative. But data typically resides in many applications and systems, and to make good decisions you need information flowing among all the applications that run your business. Creating a seamless customer experience, means synchronizing and sharing data across all your systems. Here's how a connected customer experience might look as customers move from leads to purchasers to satisfied customers:

CUSTOMER API360 BUSINESS PROCESS EXAMPLES

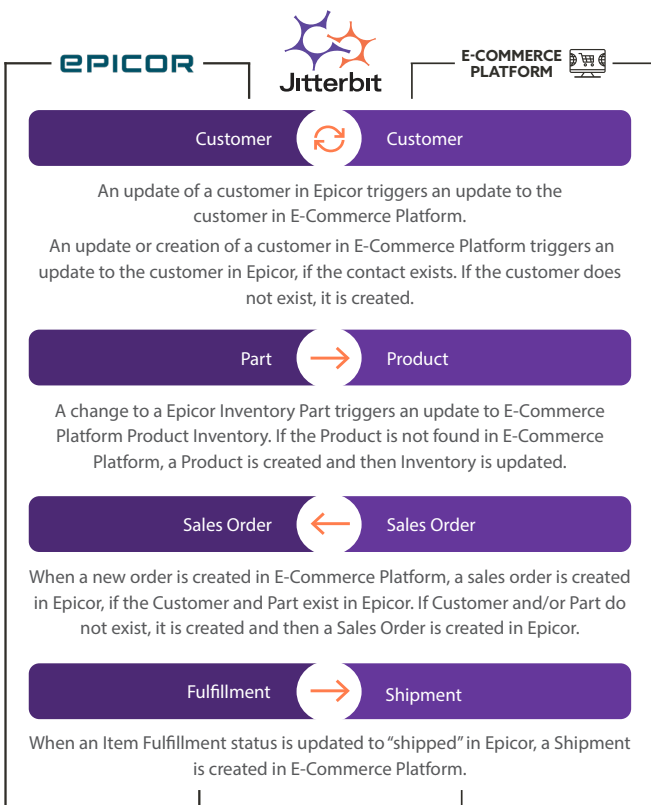|		
	Marketing & Sales	Share leads sourced through campaigns and convert leads into opportunities
	Orders	Send sales quotes in your CRM system and process orders in your ERP system
	Shipping	Ship orders in your supply chain systems while updating inventory in your warehouse
	Billing	Connect to your backoffice for financing and billing
	Payments	Tie payments back to you customer service systems
	Purchasing	Track your purchases and statuses with your suppliers
	Support	Synchronize all customer data with your support systems to ensure exceptional customer service
	Analysis	Enrich and analyze all data for better decision making

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With years of experience building Epicor integrations, Jitterbit has the expertise to provide you with integration solutions that enable fast time-to-value, drive greater efficiencies in your organization, and increase the flexibility to pivot to new business opportunities quickly.

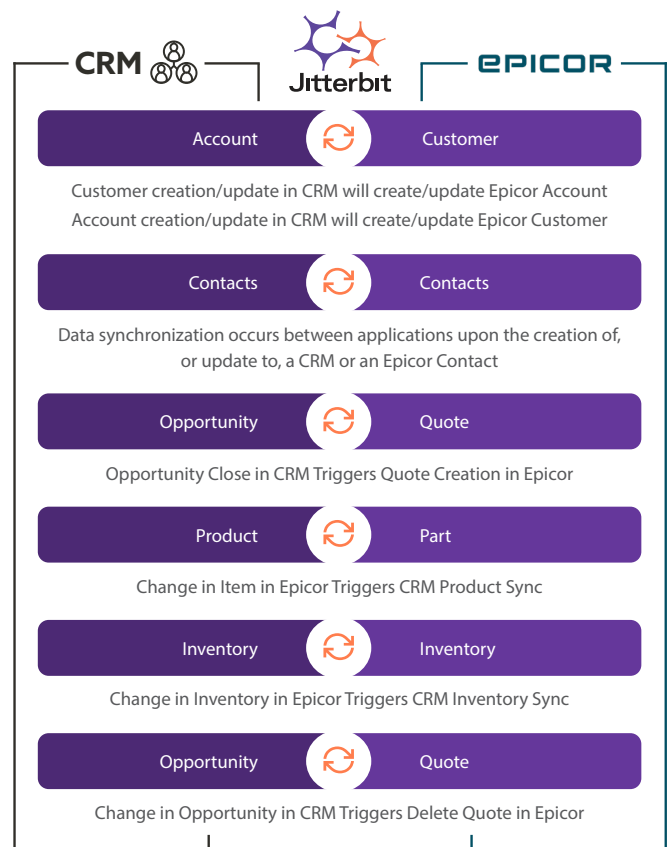# Fast-track Common Integration Use Cases with Process Templates

A Jitterbit Process Template solution includes pre-built integration workflows for a specific use case. Designed based on best practices gained from years of experience helping Epicor customers integrate these workflows, Process Templates can reduce the time to deploy integrations by 50-80%, and free up your IT resources for more strategic initiatives. Jitterbit Process Templates are:

- Packaged solutions that accelerate connections to commonly used objects, fields, and processes
- Pre-built workflows that automate data synchronization between objects such as Customer, Product, Shipment, and Order
- Extensible and customizable to meet your unique requirements

Jitterbit offers Process Templates for a variety of typical business process use cases. For example:

EPICOR — Jitterbit — E-COMMERCE PLATFORM

| Customer | ⟳ | Customer |

An update of a customer in Epicor triggers an update to the customer in E-Commerce Platform.

An update or creation of a customer in E-Commerce Platform triggers an update to the customer in Epicor, if the contact exists. If the customer does not exist, it is created.

| Part | → | Product |

A change to a Epicor Inventory Part triggers an update to E-Commerce Platform Product Inventory. If the Product is not found in E-Commerce Platform, a Product is created and then Inventory is updated.

| Sales Order | ← | Sales Order |

When a new order is created in E-Commerce Platform, a sales order is created in Epicor, if the Customer and Part exist in Epicor. If Customer and/or Part do not exist, it is created and then a Sales Order is created in Epicor.

| Fulfillment | → | Shipment |

When an Item Fulfillment status is updated to "shipped" in Epicor, a Shipment is created in E-Commerce Platform.

ORDER TO FULFILLMENT
Example: BigCommerce, Magento, Shopify

CRM — Jitterbit — EPICOR

| Account | ⟳ | Customer |

Customer creation/update in CRM will create/update Epicor Account
Account creation/update in CRM will create/update Epicor Customer

| Contacts | ⟳ | Contacts |

Data synchronization occurs between applications upon the creation of, or update to, a CRM or an Epicor Contact

| Opportunity | ⟳ | Quote |

Opportunity Close in CRM Triggers Quote Creation in Epicor

| Product | ⟳ | Part |

Change in Item in Epicor Triggers CRM Product Sync

| Inventory | ⟳ | Inventory |

Change in Inventory in Epicor Triggers CRM Inventory Sync

| Opportunity | ⟳ | Quote |

Change in Opportunity in CRM Triggers Delete Quote in Epicor

OPPORTUNITY TO ORDER
Example: Salesforce, Dynamics 365

For a complete list of Process Templates, click here.

Accelerate Integrations with Recipes

Jitterbit's Integration Recipes are pre-built integration mappings that move data in one direction between like objects across two applications or systems. You can think of these as the building blocks for the Process Templates or custom use case specific integrations. Use pre-built recipes to quick start your integrations between systems. Examples include:

Sync Cherwell Customers
to Epicor ERP Customers

Sync Magento Products
to Epicor ERP Items

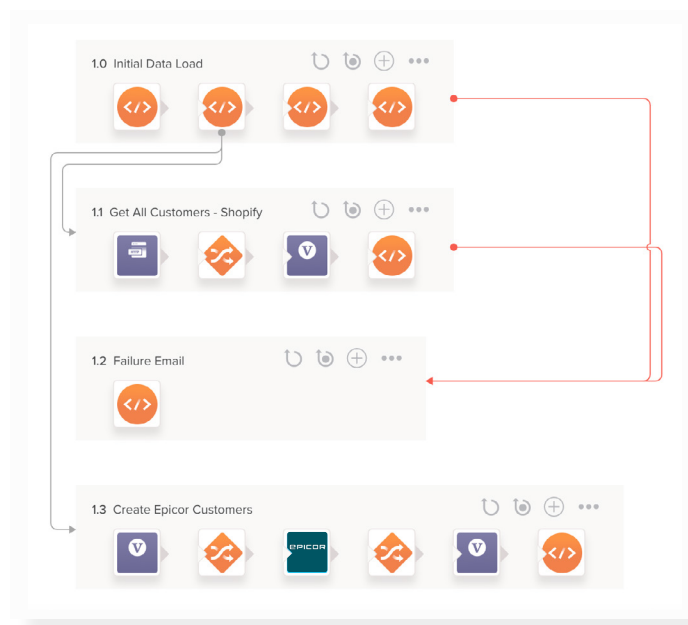Sync Shopify Customers
to Epicor ERP Customers

For a complete list of Epicor Integration Recipes, click here.

Connect to Anything with the Epicor Connector

Natively connect any cloud or on-premises application or data source to Epicor. The Epicor Connector allows you to connect to your Epicor instance, add or delete records, update existing data, or retrieve data for use in Jitterbit integrations. The Epicor Connector enables you to:

•	Establish access with a specific Epicor ERP endpoint

•	Retrieve data from an Epicor ERP connection using a Business Activity Query

•	Insert new data into an Epicor ERP connection

•	Delete data in an Epicor ERP connection

•	Support two-factor authentication and token-based authentication

•	And more

For a complete list of Epicor Connector capabilities, click here.

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Enable Rapid Innovation with Jitterbit Harmony

Connect your operations with a single platform. Jitterbit Harmony-Integration Platform as a Service (iPaaS) – has all the integration tools you need to share data, automate business processes, and create new solutions or efficiencies. Easily create, design, and manage integration projects to orchestrate all your critical business processes.

DESIGN INTEGRATIONS

- Connect any data, app, or device
- Intelligently map data fields
- Build powerful workflows
- Infuse any application with artificial intelligence
- Automate business processes to streamline operations

DEPLOY ANYWHERE

- Create and publish APIs internally or externally
- Run in the cloud, on-premises, or hybrid
- Create secure local connections with lightweight agents
- Scale elastically to meet needs in real time
- Count on high availability with smart agent groups

MANAGE FROM ANY DEVICE

- Manage from the Harmony Cloud
- Provide secure access with user-based permissions
- Get real-time alerts and a complete audit trail
- Optimize intelligently across unlimited environments
- Manage your APIs and view enhanced analytics

To learn more, visit us at
www.jitterbit.com/solutions/epicor-integration

CONNECT TO 1,500+ ENDPOINTS

APPLICATIONS
- BigCommerce
- BMC
- Hubspot
- Jira
- Magento
- Mailchimp
- Marketo
- Microsoft Dynamics 365
- Microsoft Teams
- NetSuite
- Oracle EBS
- Salesforce
- SAP
- SAP Success Factors
- ServiceNow
- Shopify
- Slack Workday
- and more

APIs
- Web Services (SOAP, REST), HTTP/S
- Custom API publishing & management
- OData Services
- and more

DATABASES
- Oracle
- SQL Server
- DB2
- MySQL
- Sybase
- and more

OTHER PROTOCOLS
- JDBC/ODBC
- FTP
- File Shares
- LDAP
- SMTP/POP3
- and more

DATA FORMATS
- JSON
- XML (WSDL, XSD)
- All EDI (X12, EDIFACT, TRADACOMS, XML, CICA, HL7, etc.)
- Flat/Hierarchical Text Structures
- and more

EXISTING SOA PLATFORMS
- webMethods
- Tibco
- IBM WebSphere
- BEA WebLogic
- and more

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