

**EPICOR**

# **Epicor Financial Planning & Analysis (FP&A) Software-as-a-Service (SaaS) *Architecture Overview***



**+** EPICOR FP&A

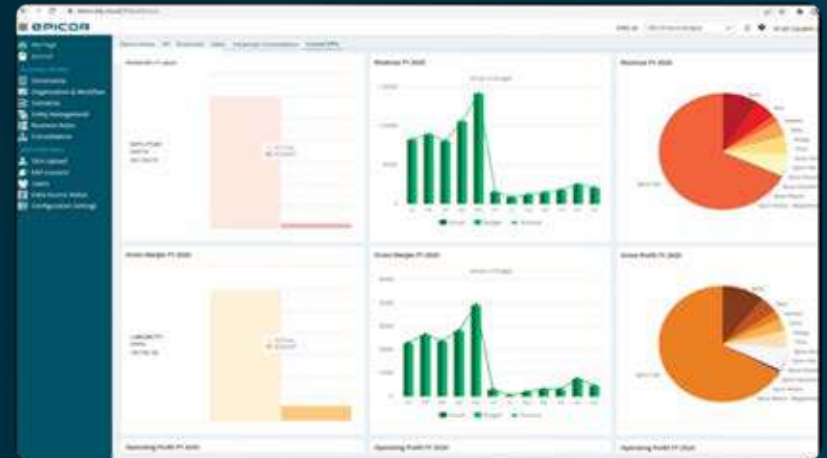
# Introduction

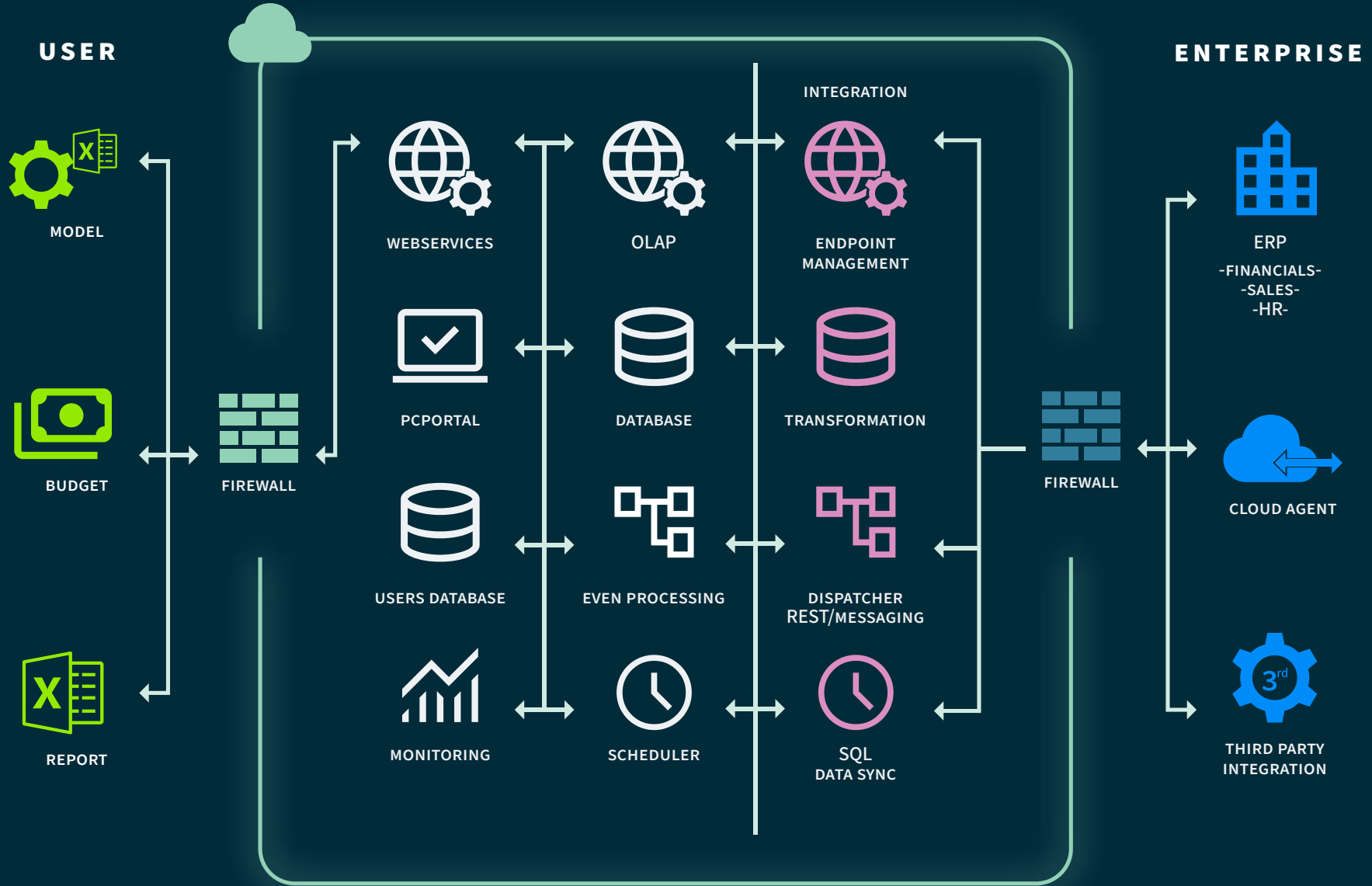
Epicor Financial Planning & Analysis (Epicor FP&A) offers SaaS subscriptions of FP&A for its customers. SaaS is an application delivery model that allows its business users to access the solution via the Internet.

The revenue model of Epicor FP&A is subscription based. This means that users pay a fixed, predictable, recurring fee over a period of time (either monthly or annually) in a 12-, 24-, or 36-month binding period.

SaaS is a common delivery model for a variety of business applications including email management, calendaring, ERP, CPM, FP&A, CRM, or documentation management. It is part and parcel of the nomenclature of cloud computing—along with infrastructure-as-a-service (IaaS), platform-as-a-service (PaaS), and desktop-as-a-service (DaaS).

SaaS applications are single-instance, feature-rich, multi-tenant architecture that empowers users to compete with on-premises applications.



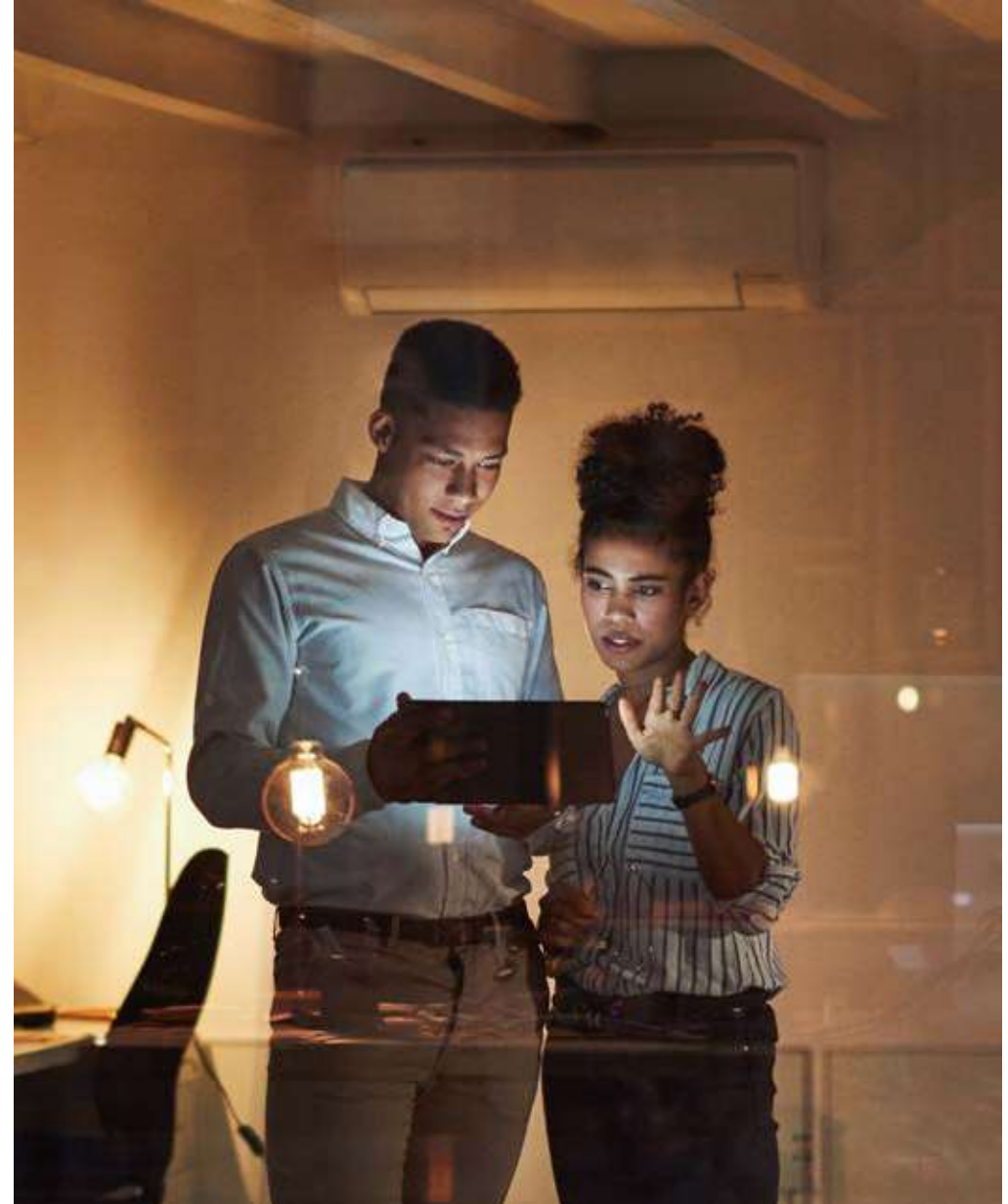


# Epicor FP&A SaaS Architecture

The SaaS architecture of Epicor FP&A is based on several key design priorities: **Reliability, Security, Availability, Performance,** and **Cost.** We bolster query performance through intelligent caching, pre-aggregation, and optimised SQL generation. Need to run analytics on large data volumes? No problem: Epicor FP&A is built to handle those demands.

## Epicor FP&A SaaS Architecture

- 1. Designed to enable the best of both worlds and optimise results**—Epicor FP&A helps build a bridge between low-cost, large-scale data storage and the split-second, in-memory performance of MS SQL and MongoDB.
- 2. Leverage your existing investments by seamlessly connecting to your on-premises or cloud ERP data systems in near real-time.** Epicor FP&A requires no installation of hardware and software; it's also pre-configured for automatic failover, 24/7 availability, and support. As usage grows, Epicor FP&A seamlessly expands server capacity to accommodate anywhere from dozens, to hundreds, or even thousands of users and their corresponding huge volumes of data.
- 3. The multi-tenant architecture of Epicor FP&A spreads users across an infinitely scalable pool of computing resources.** Enterprises can create different logical instances, all with the same physical infrastructure—drastically improving time for iterations on the platform. With a multi-tenant architecture, a software application is designed to virtually partition its data and configuration so that each client organization works with a customized virtual application instance.



## Other Architectural Considerations

**1. Security:** Epicor FP&A uses a combination of identity and federation, authentication and single sign-on, authorization and role-based access control, entitlement, encryption, and regulatory controls within the system.

**2. Network appliances:** There are no network appliances deployed. Firewalls, routers, and load balancers for the application do not reside on physical devices.

**3. Firewalls:** This architecture enforces a very secure model where every host is locked down. One of the steps in planning a deployment will be the analysis of traffic between hosts, to determine exactly which ports need to be opened.

Security groups can be created for each type of host, along with a large variety of simple and tiered security models to enable the minimum access between hosts within the architecture.

**4. Multiple data centers** are both logically and physically separated, helping to provide an easy-to-use, readily available, reliable model for deploying applications across data centers.

**5. Multi-tenancy:** Epicor FP&A is multi-tenant efficient, with two ways of handling multi-tenancy—virtualization and single application; logical separation of data is built and enforced in each.

## Client flow of Data Between On-premises and Epicor FP&A SaaS

**6.** With Epicor FP&A, you have **two main clients to choose from**, depending on your goals.

**a.** For business modelling and security, the main client is through the browser with HTTPS access. This allows you to define dimension members along with hierarchies, security, update models, and workflow.

**b.** The alternative is MS Excel, where you install a small client and connect using https to your own application. This may also be used for budgeting, planning, and reporting.

## Transactional flow of Data Between On-premises and SaaS Epicor FP&A

**7.** With Epicor FP&A, your integration can be either a **scheduled or on-demand load of transactional data**—it depends on your intended product usage. Our recommendation is to start with manual load to define the business model, then decide on the integration method.

**a.** Kinetic/P21 REST API service where a predefined database access model exists

**b.** Microsoft SQL Azure Data Sync Agent

**c.** SIE4 upload of accounting data file interchange format

**d.** Manual Excel load of dimension and transactional data



# Certifications provided by our cloud provider

## Global Security Management

Independent auditors regularly monitor and evaluate the level of security, confidentiality, and compliance of the solutions we offer. They then issue certificates and audit reports, attesting to the very high level of protection our services receive.

## Local / regional standards and regulations

We contractually commit to comply with data protection regulations in force in the territories where we operate. As we also have a presence in Europe, protecting data confidentiality is central to our business, in line with GDPR.

## Specific sectoral compliance

Some business sectors have specific regulatory factors and constraints, particularly in areas like healthcare, finance, industry, and the public sector. To help align with these applicable requirements, we engage with the following:



### 1. SSAE18 Type 2 certificates: SOC 2 Part 1 – certified

Designed by the American Institute of Certified Public Accountants (AICPA), SOC reports are internal control reports on the offerings of a service organisation. These reports help users assess and manage the risks associated with an outsourced service.

The corresponding “Statement on Standards for Attestation Engagements” (SSAE No. 18) is used to regulate the way companies conduct their business—more specifically, it defines how companies are accountable for compliance controls. These reports are called SOC 1, SOC 2, and SOC 3.



### 2. ISO/IEC 27001, 27017, and 27018 certifications and reports

The ISO 27000 family of information security management standards is a series of complementary information security standards. These can be combined to provide a globally recognised framework for IT security management, in accordance with best practices. By implementing these standards, organisations of any kind can manage the security of their assets including financial data, intellectual property, employee contact information, or data entrusted to them by third parties. OVHcloud received its first ISO 27001 certifications in 2013 for its cloud solutions.



### 3. ISO/IEC 27001, 27017, and 27018 certifications and reports

ISO/IEC 27701 can be considered an extension of ISO/IEC 27001 and ISO/IEC 27002, to incorporate the notion of managing personal data protection. This standard specifies requirements and provides guidance for the setup, implementation, maintenance, and continuous improvement of a Personal Data Protection Information Management System (PIMS). This international standard considers GDPR and allows organisations that adopt it to demonstrate their approach to protecting personal data.



#### 4. GDPR

Regulation (EU) 2016/679, known as the General Data Protection Regulation (GDPR), designed to protect personal information.



#### 5. CSA Star

Cloud Security Alliance (CSA) Level 1: A Best Practice Self-Assessment.



#### 6. CISPE

Founding member of Cloud Infrastructure Services Providers in Europe (CISPE) and signatory of its code of conduct.



#### 7. ANSSI SecNumCloud: A high level of security for sensitive and critical data

As the national authority for security and information systems defence, the National Agency for Information Systems Security (ANSSI) recommends using solutions with its security visa. The agency also created the SecNumCloud framework, in order to promote, enrich, and improve cloud solutions for public authorities, Operators of Vital Importance (OIV), and Operators of Essential Services (OSE). This way, these organisations can outsource their data hosting, applications, and information systems to trusted partners.



### 8. G-Cloud approved supplier for secure cloud services UK

Find scalable and reliable cloud solutions for the public sector, healthcare, and education with the UK Public Marketplace. OVHcloud is a G-Cloud 12 supplier, approved as part of the RM1557.12 Crown commercial service framework.



### 9. Healthcare data in Europe

Compliance regulations applicable to hosting healthcare data from French, British, Italian, German, and Polish citizens.



### 10. HIPAA and HITECH Attestation Audit Reports for OVHcloud US products

The HIPAA (Health Insurance Portability and Accountability Act) was established in 1996, and governs the conditions for using, sharing, and protecting healthcare data. In 2009, the HITECH (Health Information Technology for Economic and Clinical Health) Act was founded to complement it. It applies to healthcare establishments and individuals who need to interact with protected medical data.



### 11. PCI DSS Certification for financial data hosting

Payment card data requires a particularly high level of care and security, as its sensitive nature often makes it a target for fraudulent activity. PCI DSS (Payment Card Industry Data Security Standard) level 1 certification helps ensure that banking organizations and users of online services have a high level of security. Organisations that process this confidential data must meet the specific security requirements defined by this certification. The framework is edited and maintained by the PCI Council, a professional group of payment card providers including Visa, Mastercard, American Express, JCB, and Discover. This security standard is one of the strictest in terms of confidential data protection.



## 12. EBA

Compliance regulations applicable to the European Banking Authority (EBA) Outsourcing Guidelines for Financial Service Operators in Europe.



## 13. Compliance regulations applicable to financial services operators in Europe

Cloud services enable European financial services operators to benefit from infrastructures and platforms that offer high availability, integrity, portability, and data privacy. In order to consider this change in usage, financial services sector regulators in Europe have established new standards to provide additional guarantees in terms of security, resilience, and reversibility for cloud providers operating for industry players.



## 14. SWIPO

Signatory of the SWIPO IaaS Code of Conduct on cloud service portability.



## 15. C5 - Cloud Computing Compliance Criteria Catalogue

The Cloud Compliance Criteria Catalogue (C5), created by the German Federal Office for Information Technology Security (BSI), certifies that cloud service providers are offering the highest level of security. It helps organisations demonstrate their operational security against common cyberattacks when using cloud services within the context of the German Government's "Security Recommendations for Cloud Providers." According to the most recent certificate, OVHcloud fulfils all the requirements of this catalogue.



## 16. AgID

Certification for the delivery of cloud services to the public sector in Italy.

We're here for the hard-working businesses that keep the world turning. You're the companies that make, move, and sell the things we all need. Trust Epicor to help you do business better. Your industry is our industry, and we understand you better than anyone. By working hand-in-hand, we get to know your business almost as well as you do. Our innovative industry solution sets are carefully built to fit your needs and respond flexibly to your fast-changing reality. We accelerate ambitions, whether you want to grow and transform, or simply become more productive and effective.

*That's what makes us the essential partner to the world's most essential businesses.*

Contact Us Today: [info@epicor.com](mailto:info@epicor.com) | [www.epicor.com](http://www.epicor.com)

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