Epicor Software Corporation Deploys Site24x7 for its Infrastructure Optimization and Monitoring Needs

About Epicor Software Corporation

Epicor Software Corporation, a global provider of industry-specific business software designed around the needs of manufacturing, distribution, retail, and services organizations, knew it outgrew its existing infrastructure monitoring software's capacity due to the exponential growth in business it experienced in 2018.

The software company has been addressing key customer needs through its customized enterprise resource planning (ERP), customer relationship management (CRM), supply chain management (SCM), and human capital management (HCM) software offerings, which needed a more dynamic and a comprehensive infrastructure monitoring process to keep up with expanding customer requirements.

The company's IT team was on the lookout for a replacement for its current software solution, Nagios, as the support contract was on the verge of expiring, and the team needed more granular resource consumption reporting along with support for a variety of native applications and plugins.

Business Challenge

The company's existing platform limitations, such as plugin monitoring, required some manual effort, and the team were looking to automate several areas to focus on customer enablement, and provide a more intuitive user experience for their software.
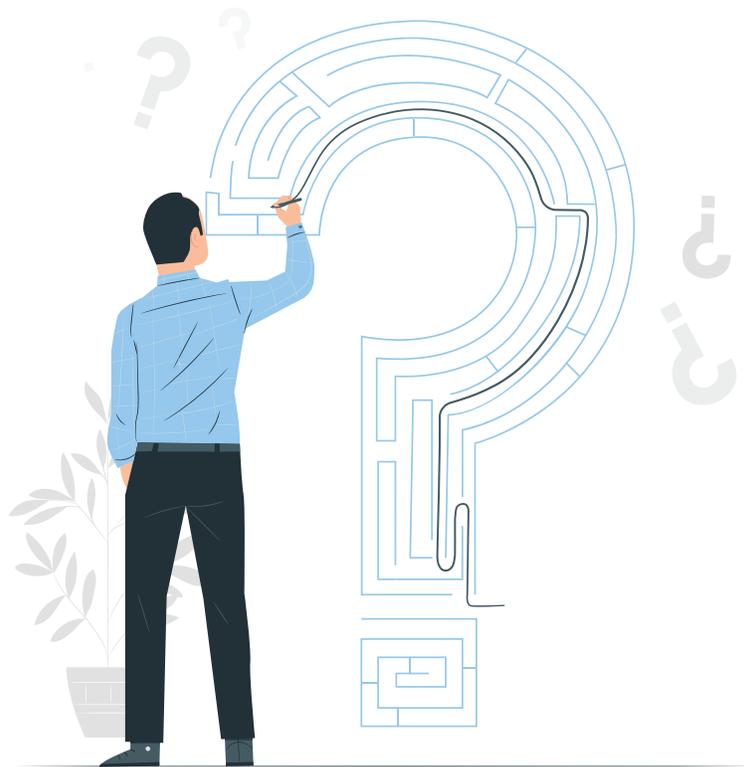
Epicor tasked **Ethan Cohen, operations manager - Cloud Reliability Center**, and his IT team with evaluating the best options for the company.

The IT team determined that the new platform needed to provide greater insights into the performance of application stacks as a whole, enabling rapid responses to small issues before they become larger. In addition to monitoring all aspects of its infrastructure, the IT support team also sought customized alerts and notifications options, ticketing system integrations, and the ability to generate quick snapshots and granular details of the Epicor network infrastructure. Other factors that weighed on their decision included enhanced monitoring capabilities, improved network visibility, advanced reporting options and, of course, the ease of deploying and configuring the platform.

The Solution: Site24x7

Epicor quickly embraced using Site24x7 for all critical infrastructure, public cloud-hosted instances, and all new workloads. The IT team eagerly adopted this platform to gain more detailed performance reporting for their software. Epicor also utilizes Site24x7's Azure monitoring for its Azure Cloud; agent-based monitoring to manage its on-premises services; APM for performance troubleshooting of Java/.NET applications; and plugins for Nginx, MySQL monitoring, etc. Collectively, these and other Site24x7 capabilities monitor Epicor's infrastructure including servers, public clouds, and applications, and help the IT team quickly troubleshoot and resolve end-user problems.

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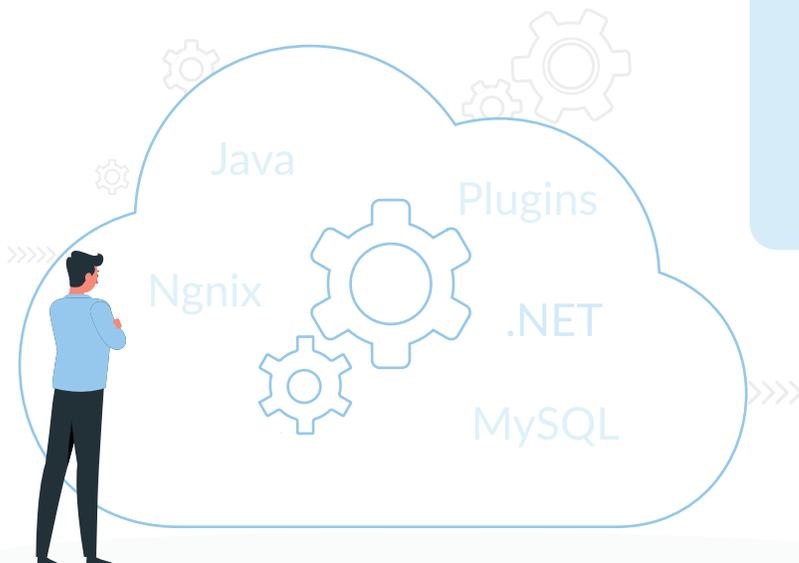
On how Epicor came to its decision to use Site24x7, Cohen said,

"We were looking for a replacement for our legacy system and we demoed quite a few new platforms before settling on Site24x7. " He added, "Site24x7 is pretty easy to deploy and configure; it comes with a variety of plugins out of the box which are a breeze to tune specific to any environment. Reporting is simple to establish, and the dashboards make consuming alerts more palatable, freeing our people to solve larger problems."

- Ethan Cohen, operations manager, Epicor Software Corporation

The Site24x7 Experience

The IT teams' efforts have saved Epicor time and energy with ticketing system integrations, customized alerts, publishable dashboards that can be easily shared with the management team, and more common but time-consuming tasks. Site24x7 has enabled the Epicor IT team to take complete control of the company's IT infrastructure from a single console, ensuring both productivity and customer-enablement in an easier and more cost-effective manner.

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"We're better able to monitor customer needs and respond quickly to maintain an exceptional level of customer service. With the help of this tool, we can focus less on the day-to-day tasks of keeping our cloud running, and more on continuous improvement, and rapidly delivering innovative, industry -specific solutions for our customers,"

**- Ethan Cohen, operations manager,
Epicor Software Corporation**
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About Site24x7

Site24x7 offers unified cloud monitoring for DevOps and IT operations. Monitor the experience of real users accessing websites and applications from desktop and mobile devices. In-depth monitoring capabilities enable DevOps teams to monitor and troubleshoot applications, servers and network infrastructure including private and public clouds. End user experience monitoring is done from 100+ locations across the world and various wireless carriers.

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