Kinetic Custom Cloud FAQ

What is Epicor Custom Cloud?

Epicor Custom Cloud is a dedicated, single-tenant cloud environment for Epicor ERP, designed and managed by 2W Technologies on Microsoft Azure. It provides more control, customization, and compliance flexibility than Epicor's standard SaaS offering.

How is Kinetic Custom Cloud different from Epicor SaaS?

Epicor SaaS is multi-tenant and standardized. Kinetic Custom Cloud is single-tenant, customizable, and jointly supported by Epicor (application support) and 2W Tech (infrastructure + application maintenance). It's ideal for clients needing integrations, customizations, or compliance requirements that SaaS can't meet.

Who manages what in the Custom Cloud model?

- **Epicor:** Functional ERP support, user guidance, application troubleshooting.

- **2W Tech:** Azure infrastructure, OS/SQL management, ERP patching, backups, monitoring, security hardening.

- **Client:** User governance, endpoint security, data classification, internal policies, and compliance oversight.

What Azure services are used?

Azure VMs, SQL Managed Instance or SQL Server, Azure Files, Blob Storage, Azure Front Door, WAF, Bastion, Defender for Cloud, Sentinel, and Azure Landing Zones.

Can the environment scale?

Yes.

- **Scale Up:** Add CPU/RAM to existing components.

- **Scale Out:** Add more compute, storage, SQL capacity, or bandwidth.

Is the Custom Cloud compliant with NIST 800-171 and CMMC Level 2?

Yes. The GCC High variant is designed to meet all 110 NIST 800-171 controls and is CMMC Level 2 ready. The Public Cloud variant can meet the technical controls but lacks FedRAMP authorization and U.S.-personnel guarantees.

What's the difference between GCC High and Public Cloud?

Feature	GCC High	Public Cloud
FedRAMP High / DoD IL4/5	✓ Yes	✗ No
U.S.-only data residency	✓ Yes	✗ Not guaranteed
U.S.-personnel support	✓ Yes	✗ Not guaranteed
Suitable for CUI/ITAR	✓ Yes	✗ Not recommended
Meets NIST 800-171	✓ Fully	✓ With mitigations

Is data encrypted?

Yes — in both variants.

- **At rest:** AES-256
- **In transit:** TLS 1.2+
- **Optional:** Customer-managed keys via Azure Key Vault or HSM

How is identity and access managed?

Through **Entra ID (Azure AD)** with:

- MFA
- Conditional Access

- SSO

- Privileged Identity Management (PIM) for admin roles

- Least privilege enforcement

Who patches the ERP application?

2W Tech performs all Kinetic ERP patching and quarterly updates.

What are the support tiers?

- **Tier 1:** Epicor (application support)

- **Tier 2:** 2W Tech (infrastructure + ERP maintenance)

- **Tier 3:** Microsoft Premier Support

What are the SLAs?

- **99.7% availability**

- Response times:

  - Sev C: <4 business hours

  - Sev B: <2 hours

  - Sev A: <1 hour

How are backups handled?

- Daily full image + database backups

- Transaction logs every 15 minutes (live)

- 30-day retention (customizable)

- Geo-redundant backup options available

What is the DR posture?

- **RTO:** 4 hours

- **RPO:** 15 minutes

- Routine DR testing and scenario drills

Can Kinetic Custom Cloud handle CUI or ITAR data?

Yes — but only in GCC High. GCC High ensures:

- U.S.-only data residency

- U.S.-personnel support

- FedRAMP High inheritance

- DoD IL4/IL5 alignment

Does Public Cloud meet DFARS 252.204-7012?

It can meet many technical controls, but **it is not FedRAMP authorized**, and Microsoft support may involve non-U.S. personnel. It is suitable for:

- FCI

- Commercial data

- Pre-CUI environments

- Clients planning to migrate to GCC High later

How are security incidents handled?

2W Tech and Epicor follow a coordinated IR workflow:

1. Preparation

2. Detection & identification

3. Containment

4. Eradication & recovery

5. DFARS reporting support

6. Post-incident review

Does 2W Tech support DFARS 72-hour reporting?

Yes. 2W notifies the client within 24 hours of any incident affecting CUI and provides evidence for the client's 72-hour DoD report.

What does the client remain responsible for?

- User access decisions

- Endpoint security

- Internal policies (training, HR, insider threat)

- DNS entries

- Providing a point of contact

- Data classification (CUI, ITAR, etc.)

- On-prem integrations

Does the client get server-level access?

No. For security and compliance reasons, clients do not receive OS-level access. They do receive:

- Integration host access

- Application-level access

- API access as needed

What's included?

- SQL and Windows licensing

- Infrastructure management

- ERP patching

- Monitoring and security tools

- Backups and DR

- Support (Tier 2)

What's not included?

- ERP upgrades

- VPN/AVD/RDP

- Installation services

- Epicor licensing

- Custom integrations (unless scoped)

Will customers still have access to load external or custom DLLs in Kinetic Custom Cloud?

> Yes. Custom external code can be added to the dedicated environment during initial deployment or subsequently through submission of an EpicCare case.

Will Kinetic Custom Cloud users be forced into an upgrade cadence?

> Version upgrades are customer directed, so long as they remain within 2 major versions of the current release.

In a Kinetic Custom Cloud environment, can I take a 10.2.700 environment and upgrade to Kinetic in the SAAS environment?

> The upgrade from Epicor ERP 10 to Kinetic should be done at the time of migration to Custom Cloud. We recommend using the Kinetic Custom Cloud environment to validate the upgrade and then follow with a 'go-live' migration. The Setup fee for Kinetic Custom Cloud includes two upload/update passes of the database to better achieve this smoothly.

Will users still be able to access API endpoints without using Automation Studio?

REST endpoints are available either via VPN or public https. Customer can also access APIs from an integration server hosted in the same environment as their Epicor application and databases.

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- **Epicor SaaS:** Multi-tenant, standardized, managed solely by Epicor.
- **Kinetic Custom Cloud:** Single-tenant, customizable, jointly supported by Epicor (application) and 2W Tech (infrastructure + maintenance). Ideal for clients needing integrations, customizations, or regulatory alignment.

Who manages what in the Custom Cloud model?

- **Epicor:** ERP functional support, user guidance, application troubleshooting
- **2W Tech:** Infrastructure, OS/SQL management, ERP patching, backups, monitoring, security, documentation
- **Client:** User governance, endpoint security, data classification, internal policies

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- Optional: Customer-managed keys

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What does the client remain responsible for?

- User access decisions
- Endpoint security
- Internal policies
- DNS entries
- Providing a point of contact
- Data classification
- On-prem integrations

Does the client get server-level access?

No. Clients receive integration host access, application-level access, and API access as needed.

What's Included

- Full build and installation of the Kinetic Custom Cloud environment (in Azure Commercial or GCC High)
- SQL and Windows licensing
- Infrastructure management and monitoring
- ERP patching and quarterly updates
- Security tools and backups
- Disaster recovery setup
- Tier 2 support from 2W

What's Not Included (but Available as Add-On SKUs)

The following are not included in the base Kinetic Custom Cloud service, but are available as separate add-on SKUs:

- **ERP Upgrades:** Major version upgrades (outside of quarterly patching) are scoped and quoted separately.
- **VPN, Azure Virtual Desktop (AVD), or Remote Desktop (RDP) setup:** These remote access solutions can be added as needed.
- **Client Installation Services:** On-premises installation of Epicor clients, workstations, or integration hosts is not included. The cloud environment itself is always fully installed and built by 2W.
- **Epicor Licensing:** Epicor software licenses must be purchased separately.
- **Custom Integrations:** Any integrations beyond standard Epicor functionality (e.g., third-party apps, custom APIs) are quoted and delivered as scoped projects.
- **Other Add-Ons:** Any additional modules, analytics, or tools not listed in the "What's Included" section.

Note:
All excluded items above are available as add-on SKUs. If you need any of these, just ask your 2W account manager for a quote or proposal.

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