

# Web Inquiry

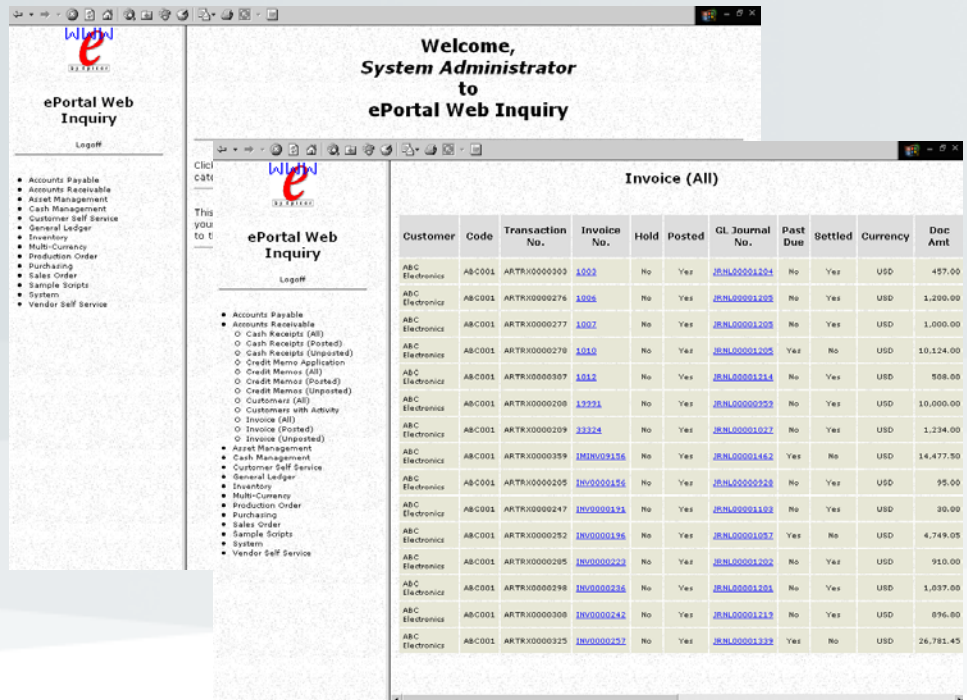
Give employees, customers and suppliers secure access to information that matters to them.

## Extend the Reach of Your Information

In today's distributed business environment, Internet access to data for remote users can be a critical component of success. Epicor Web Inquiry, part of the Epicor Enterprise Business Intelligence Suite, is a comprehensive Internet business application that gives you access to information anytime, anywhere for better decision making throughout your organization. Users get real-time Internet access to Epicor Enterprise data, integration with Microsoft® Word and Excel, and more — all through an intuitive point-and-click interface. Web Inquiry delivers self-service Internet portal access to the award-winning Epicor Enterprise application suite, designed to leverage the Internet and deliver the power of integration to your desktop. Now you can harness the power of the Internet to distribute information, while empowering users, vendors and customers.

## Better Decision Making

Your decision makers, employees, customers and suppliers need access to information anywhere, anytime. Epicor Web Inquiry includes a full suite of operational and analytical queries, providing instant access to your business information. Real-time access to data over the Internet gives remote decision makers, customer service representatives and other users the information they need to answer their questions and make better business decisions. And OLE DB/ODBC support lets you Web-enable other data sources as well, so Web Inquiry can provide a business portal that delivers an integrated view of Epicor and other valuable data.



Web Inquiry provides an intuitive Internet portal interface to Epicor Enterprise data. Easy-to-use features make it simple for users to find the information they need quickly.

## Self-Service for Customers and Vendors

Telephone support for customer and vendor account inquiries is costly and time consuming. With Web Inquiry, you can make account information available to your valued customers and business partners 24 hours a day via a secured extranet site, while your data remains safely behind the firewall. You can improve customer service, streamline your operations and boost business efficiency. Customers and vendors see only the information that pertains to their business with you.

## Microsoft Office Integration, Multiple Output Types

Access to information is just one step in the business process. You want to view information in a format that will let you take the next step more easily. Web Inquiry lets you view data in Microsoft Word or Excel format, as well as common file formats such as Crystal Reports® and ASCII. This unique feature lets users create custom letters, perform additional calculations and otherwise put static HTML data into action.

## Fully Customizable

If you change the way you do business, your Internet applications have to be able to change quickly. And of course, those applications need to reflect the look and feel of your corporate image. Web Inquiry makes customization easy, because the entire interface — from the DHTML display to the underlying business logic — is user-definable.

## High Performance with Maximum Flexibility

An Internet application has to overcome the problems of network bandwidth and high usage to deliver reliable performance. And it can't stand alone — integration with other applications is as important on the Internet as on a LAN. Web Inquiry's architecture provides a fast, secure, scalable and extensible environment for Internet data access. Distributed n-tier application architecture lets you run multiple instances of Web Inquiry on multiple servers if needed, easily scaling to meet large traffic volumes with high performance and availability. And ActiveX® integration lets you extend Web Inquiry to create comprehensive Web solutions tailored to your unique business needs. You can add custom or third-party COM components, change business logic and more.

## Extend the Value of Your Enterprise Information

For more information on how Epicor Web Inquiry can make your employees, customers and suppliers more self sufficient, contact your authorized Epicor Partner, or call Epicor at 800-997-7528 (U.S. and Canada) or 949-585-3700 (international).

## DETAILED FEATURES

## DYNAMIC DECISION SUPPORT

- Online query and reporting environment with dynamic drill-down/drill-around capabilities
- Full complement of queries for Epicor Enterprise application data out of the box
- Easily add additional queries for specific needs
- Customizable query parameters and default values
- User-definable output formats, including HTML, Word, and Excel
- Provides a single interface to your company's data over the Internet
- Access for Epicor Enterprise users and non-users
- Supports any OLE DB or ODBC-compliant data source

## BUSINESS TO BUSINESS

- Deploy self-service portals for your customers and vendors
- Secure environment with flexible deployment options
- Allow transactions as well as read-only queries if desired

## EASE OF USE

- Easy point-and-click interface
- Fast deployment on the Internet or an intranet
- Easy configuration and administration
- All HTML and DHTML maintained in a single repository for easy maintenance

## PERFORMANCE AND SCALABILITY

- Run multiple instances on multiple servers
- Compressed data transmission speeds low-bandwidth performance
- Scale to thousands of users and millions of requests
- Multi-instance design provides fault tolerance for continuous availability

## CUSTOMIZATION

- Customizable interface
- User-definable HTML variables for dynamic changes
- Customize using third-party authoring tools, like Microsoft Office FrontPage®
- Add Java applets or ActiveX controls

## SECURITY

- Flexible, built-in security model
- Custom interface based on user security profile
- Associate vendor and customer codes with users for additional security options
- Application logic separated from Web server

## MICROSOFT OFFICE INTEGRATION

- Return query results in Excel spreadsheet or Word table format
- Display Excel charts or auto-generate Word letters
- Integrate Microsoft Office and Epicor Enterprise applications through scripting

## QUERY EDITOR

- Create an unlimited number of data queries and modify all standard queries
- Define query parameters to be entered by users
- User-defined query notes can prompt users with specific instructions
- Associate custom HTML templates with individual queries

- Make query changes on-the-fly without compiling or changing Web pages
- Supports full SQL and database-specific syntax

## SCRIPTING ENGINE

- Scripting capability gives you power, control and extensibility
- Support for VBScript and JScript
- Use ActiveX to control and interact with other applications over the Internet
- Create custom output types to return query results in any file format

## TRANSACTION FEATURES

- Use the Web Inquiry application framework to develop custom Web transaction features



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