

### The Organization

Epicor  
7683 Southfront Road  
Livermore, CA 94551  
www.epicor.com

### The Challenge

- Launch a successful MSP program
- Centrally deploy and manage thousands of distributed security solutions
- Grow business and develop revenue opportunities

### The SonicWALL Solution

- SonicWALL Global Management System (GMS)
- SonicWALL Network Security Appliance (NSA)
- SonicWALL E-Class Network Security Appliance (NSA)
- SonicWALL TZ Series
- SonicWALL Medallion Partner Program

### The Results

- The products, programs and resources to build a successful MSP business
- Streamlined security policy management and appliance deployment, minimizing administration overhead
- Extensive monitoring and reporting capabilities for SonicWALL infrastructure
- Supports regulatory compliance with internal, governmental and industry mandates, such as PCI

Epicor® is a leading technology provider of business management solutions serving distributors and SMB retailers. Epicor provides customers with industry-specific software, professional services, content, supply chain connectivity, and analytics.

Over 33,000 customer locations use Epicor to manage their day-to-day operations. Epicor's systems are designed to help customers increase sales, boost productivity, operate more cost-efficiently, improve inventory turns and enhance trading partner relationships. Headquartered in Livermore, California, Epicor (formerly Activant®) has operations in Texas, Colorado, Illinois, Massachusetts, Pennsylvania, South Carolina, Utah, Canada, Ireland and the United Kingdom.

### The challenge: launching and managing an MSP program

SonicWALL® solutions have been a key component of the Epicor Managed Service Provider (MSP) program since 2003. The Watchdog ISS™ (Internet Security Service) program leverages SonicWALL technology to offer customers a host of managed security services, including SonicWALL E-Class Series Firewalls, Unified Threat Management Firewalls, automated signature updates, enforced desktop anti-virus, gateway anti-virus, gateway intrusion prevention, and secure remote access. Supporting its Watchdog ISS service, Epicor has deployed SonicWALL Network Security Appliances (NSA) E3500 and SonicWALL E-Class NSA E5500 and E6500 firewalls at their data center and SonicWALL TZ Series firewalls at customer sites.

"We recognized early on that SonicWALL was a thought leader," said Mark Fair, vice president customer services at Epicor. "It's reflected in their engineering expertise and ability to stay one step ahead of the needs of the networking community."

As part of the decision to standardize on SonicWALL, the price-to-value ratio also played a role. SonicWALL offered a clear alternative to status quo vendors, with purpose-built solutions of equal or greater value at a significantly lower total cost of ownership, resulting in a greater return on investment.

"From an enterprise standpoint, we sought out a solution we could consistently deploy across vertical customer segments. They truly have an offering at all ends of the spectrum," continued Fair. "We arranged a direct distribution model, and SonicWALL had the product availability and infrastructure to support us."

Harry Hartnup, technical manager at Epicor explained, "Our customers needed a solution that delivered hands-off security. Epicor's retail communications are driven by the Internet, PCI compliance and VPN access back to headquarters. Our Watchdog ISS product addresses all these needs."

The SonicWALL end-to-end suite of products and services were able to meet the comprehensive security needs of Epicor's MSP business, from end-user desktops, to mission-critical data and servers, the perimeter gateway, to remote and mobile endpoints and beyond.

## Epicor Case Study

*"SonicWALL helped us develop a scalable managed services business. They advised us on which products to integrate into our Watchdog ISS offering and how best to position Watchdog ISS to our customer base. SonicWALL teamed up with our Epicor IT department to architect an infrastructure to support Watchdog ISS, as well as our growth targets in the market."*

– Mark Fair  
Vice President Customer Services  
Epicor

### SonicWALL Benefits

- Technology thought leadership
- Outstanding price-to-value ratio
- Wide variety of marketing and selling tools
- Four-time winner Company of the Year in the VARBusiness Annual Report Card survey

With over 33,000 customer locations across the U.S. and Canada, the MSP program posed a management challenge. Before centralizing their network services offering, Epicor would send engineers out into the field to deploy and configure services individually customized for each customer's environment. To alleviate support overhead and create a cost-effective management solution, Epicor deployed SonicWALL Global Management System (GMS®) software on Linux infrastructure servers in its data center.

### The solution: SonicWALL Global Management System

"GMS allowed us to create a new service opportunity for Epicor Watchdog ISS," said Hartnup. "As we've grown, we needed more tools to manage our growing customer base. We have a field services team that deploys and configures firewalls according to the retailers' needs. GMS allows the field services group to make changes quickly and easily."

For MSP businesses like Epicor, GMS provides a powerful and intuitive solution to centrally manage and rapidly deploy SonicWALL solutions. Flexibly deployed as software, hardware or a virtual appliance, SonicWALL GMS offers centralized real-time monitoring and comprehensive policy and compliance reporting. Internally, GMS streamlined security policy management and appliance deployment, minimizing administration overhead. For Epicor's Watchdog ISS service, SonicWALL GMS simplified the security management of multiple clients and created additional revenue opportunities. It also presented a very light footprint for Epicor's customers. The solution now supports approximately 4,300 SonicWALL appliances, which in turn protects 38,000 customer PCs. in the field. Currently, Epicor's largest GMS deployment, Ace Hardware, manages 1,800 SonicWALL appliances.

### The result: the products, programs and resources to build a successful MSP business

"SonicWALL helped us develop a scalable managed services business. They advised us on which products to integrate into our Watchdog ISS offering and how best to position Watchdog ISS to our customer base," commented Fair. "SonicWALL teamed up with our Epicor IT department to architect an infrastructure to support Watchdog ISS, as well as our growth targets in the market."

As a SonicWALL Gold Medallion Partner, Epicor has received the products, programs and resources necessary to make its MSP business a success.

"GMS lets us deploy and troubleshoot solutions remotely. Because SonicWALL products are stable and resilient in the field, we make less support trips, and in turn, experience greater productivity within our Support organization," said Hartnup. "The easy interface lets us ramp up a knowledgeable field force quickly and provide services more efficiently. Additionally, tight GMS integration across generations of solutions has led to a greater return on our technology investment."

"SonicWALL is very responsive to our needs and has a good grasp of who we are and who we sell to," concluded Fair. "They are an important ingredient to our service offerings at Epicor."

### The future: continued opportunities for growth

"PCI compliance is top of mind with most retailers and is driving growth," said Hartnup. "Bringing down the complexity of networking is also an emerging trend. And SonicWALL offers great solutions in both areas."

SonicWALL's Medallion Partner Program helps partners grow profitable businesses based on a comprehensive offering of high-performance security products and services. With a unique value innovation strategy, SonicWALL gives Medallion Partners a ready market and the potential for strong margins and recurring revenues.

#### SonicWALL's line-up of dynamic security solutions



NETWORK  
SECURITY



SECURE  
REMOTE ACCESS



WEB AND E-MAIL  
SECURITY



BACKUP  
AND RECOVERY



POLICY AND  
MANAGEMENT

#### SonicWALL, Inc.

2001 Logic Drive, San Jose, CA 95124  
T +1 408.745.9600 F +1 408.745.9300  
www.sonicwall.com



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