



# HEROES

happen {here}



Windows Server™ 2008

Microsoft

SQL Server™ 2008

## The Microsoft and Epicor Relationship: Delivering Maximum Value to Users of Epicor 9

Epicor® is a global leader in ERP, CRM, SCM, and enterprise retail software solutions to the midmarket and divisions of global 1000 companies. It serves more than 20,000 customers in more than 150 countries, and provides solutions in more than 30 languages. Epicor uses service-oriented architecture (SOA) and Web services to deliver end-to-end, industry-specific solutions for the manufacturing, distribution, retail, hospitality, and services industries. Its solutions enable companies to drive increased efficiency, improve performance, and build competitive advantage.

### Successful Collaboration

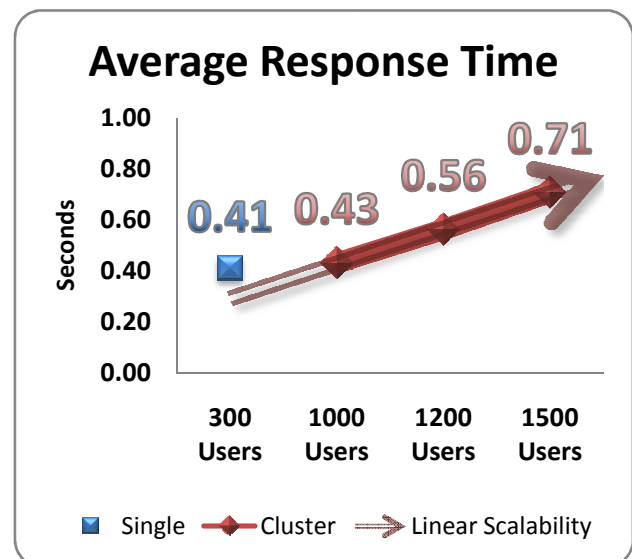
Epicor and Microsoft® have enjoyed a deep and longstanding relationship. Among the highlights of that relationship is Epicor's choice to build its market-leading enterprise resource planning (ERP), customer relationship management (CRM), supply chain management (SCM) and enterprise retail software solutions on a foundation of technologies in the Microsoft® application platform. In addition, Microsoft has helped Epicor to optimize its software by testing it at the Microsoft Performance Lab. This testing and optimization process is exemplified by the product development for Epicor 9, the latest version of the company's ERP software. The result of this relationship is maximum value for business users of Epicor solutions and the Microsoft application platform.

The benchmark testing of Epicor 9 ERP software illustrates the successful collaboration within the Epicor and Microsoft relationship.

### Epicor 9 Benchmark Testing

Benchmark testing gives customers an objective measurement of an application's performance under specified conditions. To show customers how Epicor 9 scales to support large numbers of users while maintaining performance on typical business functions, Epicor worked with Microsoft. Epicor brought Epicor 9 Beta Release 2 to the Microsoft Performance Lab where it was tested in simulations with varying numbers of users on a range of business functions, running on specific Epicor-recommended hardware configurations.

The Epicor 9 benchmarks demonstrate the software performance characteristics for a range of processing volumes and concurrent users, using a higher-end database server configuration and multiple application servers. Customers and prospects can use this information to determine software and hardware configurations necessary to support their processing volumes.



**Figure 1:** Average response time for all application calls scaled linearly as the number of users increased while testing the server cluster configuration.



# HEROES

happen {here}



Windows Server™ 2008

Microsoft®

SQL Server™ 2008

The primary emphasis of this benchmarking effort was to provide details about how high the Epicor 9 release can scale and still maintain acceptable performance while conducting standard business functionality processes using the recommended hardware configuration. A secondary objective was to confirm the suitability of Epicor 9 for mid-sized installations (300 concurrent users) and large installations (1,000 to 1,500 concurrent users). Test results confirmed linear performance scalability for the large installation hardware configuration for the tested concurrent user range, in addition to high performance of the mid-sized installation using a single application server.

## BENCHMARK PROFILE

Epicor conducted testing at the Microsoft Performance Lab on the Sammamish Campus in Issaquah, WA to measure performance of the Epicor 9 Beta 2 release using two hardware profile configurations and a software platform of Windows Server 2008 Enterprise x64 and SQL Server 2005 x64 (the testing was conducted prior to the release of SQL Server 2008).

The Epicor 9 Benchmark expanded the business profile used during the 2007 Manufacturing Benchmark by adding financial processes that are new to Epicor 9. The 2007 Manufacturing Benchmark consisted of processing patterns observed and measured at several live Epicor customer sites over a period of three business days. The benchmark included cycles for 300, 1,000, 1,200, and 1,500 concurrent users on the Microsoft .NET client.

## BUSINESS PROCESSES

The primary objective for the Epicor 9 Benchmark was to mirror an actual business environment as closely as possible. Pre-test activities included 2-3 day studies of multiple customer production systems. Analysis of log files during these studies identified the order and frequency of application service calls performed by users. System processes were also incorporated into the benchmark, again to represent as near as possible a customer site.

## Conclusion

The performance of Epicor 9 as confirmed in the Microsoft Performance Lab—to scale to support at least 1,500 users, as well as the appropriateness of the software for small, medium, and large installations—is a testament to the value that the Microsoft and Epicor relationship brings to customers. Epicor listens to its customers and has designed an ERP solution that addresses the broad range of their business process needs. The relationship enables Epicor both to make pioneering use of emerging Microsoft technologies to support its customers, and to help shape the Microsoft application platform in ways that ensure its continued optimization for those customers.

	300 Users	1000 Users	1200 Users	1500 Users
<b>Services Processed</b>	27,778	94,474	105,137	134,981
<b>Calls Per Second</b>	10.25	34.86	37.55	44.26
<b>Database CPU Time (Total %)</b>	7.82%	42.10%	59.24%	67.12%
<b>Application CPU Time (Total %)</b>	40.17%	15.37%	16.69%	25.32%

**Table 1:** Figures were recorded during 30-minute recording cycles while all users within the test block were active. CPU and Calls/sec are averaged.

Learn more about Epicor at [www.epicor.com](http://www.epicor.com).

Learn more about the Microsoft and Epicor relationship and read the full benchmark testing whitepaper at [www.microsoft.com/epicor](http://www.microsoft.com/epicor).