

Epicor Software

Introduction

This case study of Epicor Software is based on a November 2020 survey of SonicWall Capture Client 3.5 customers by TechValidate, a 3rd-party research service.

“The improvements made to the Capture Client 3.5 management console allow me to effectively configure, install and manage our deployment across 5,000 sites and 60,000 end points. There are a number of improvements both functional and cosmetic that deliver a more friendly experience. It streamlines my onboarding process and better overall visibility into what is happening at my customer sites.”

- Anthony Kingma, Senior IT Manager, Epicor Software

Challenges

Kingma says the following features helped overcome his challenges:

- Global Dashboard increases visibility of his tenants
- Global policies and Inheritance allow him to onboard customers with standard policies
- Tenant Dashboard gives him better insight into each tenant
- Agrees that Capture Client 3.5's user interface helps them save time on key workflows.

Use Case

Kingma reports, “Being able to copy or inherit policy when provisioning new tenants was critical to my ability to successfully roll this product out within my customer base.”

Results

Epicor reports benefits they received as a result of the new features included:

- Able to better identify which tenants have issues
- New tenant onboarding was much easier
- Easier modification of customized policies
- Better visibility into threats, devices, and licenses

“The Capture Client 3.5 user experience helps me save time on key workflows,” says Kingma.

Company Profile

Company:
Epicor Software

Company Size:
Large Enterprise

Industry:
Computer Software

About SonicWall

SonicWall delivers Boundless Cybersecurity for the hyper-distributed era in a work reality where everyone is remote, mobile and unsecure. SonicWall safeguards organizations mobilizing for their new business normal with seamless protection that stops the most evasive cyberattacks across boundless exposure points and increasingly remote, mobile and cloud-enabled workforces. By knowing the unknown, providing real-time visibility and enabling breakthrough economics, SonicWall closes the cybersecurity business gap for enterprises, governments and SMBs worldwide. For more information, visit www.sonicwall.com or follow us on Twitter, LinkedIn, Facebook and Instagram.

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