

Kinetic Custom Cloud FAQ

Frequently asked questions about Kinetic Custom Cloud—a dedicated, single-tenant Epicor Kinetic ERP hosting solution jointly delivered by 2W Technologies and Epicor.

What is Kinetic Custom Cloud?

Kinetic Custom Cloud is a dedicated, single-tenant Epicor Kinetic ERP hosting solution jointly delivered by 2W Technologies and Epicor. It offers enhanced control, customization, and flexibility for organizations needing advanced integrations or regulatory compliance beyond Epicor's standard multi-tenant SaaS.

How is Kinetic Custom Cloud different from Epicor SaaS?

Aspect	Epicor SaaS	Kinetic Custom Cloud
Tenancy	Multi-tenant	Single-tenant
Management	Epicor only	Epicor & 2W Tech
Customization	Standardized/limited	Highly customizable
Support Model	Epicor-only	Shared
Ideal For	Standardized operations	Complex integrations, customizations, or regulatory needs

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

Can the environment scale?

Yes – easily, without downtime or disrupting operations.

- **Scale Up:** Add CPU/RAM to existing components
- **Scale Out:** Add compute, storage, SQL capacity, or bandwidth

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

- **GCC High:** Designed to meet all 110 NIST 800-171 controls and is CMMC Level 2 ready (with U.S.-only data residency and personnel).
- **Public Cloud:** Meets technical controls with mitigations but lacks FedRAMP High authorization.

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

Can Kinetic Custom Cloud handle CUI or ITAR data?

Yes—in GCC High only (required for full compliance with ITAR/CUI regulations).

Does Public Cloud meet DFARS 252.204-7012?

It meets many technical controls but lacks FedRAMP High authorization and U.S. personnel guarantees. Suitable for FCI, commercial data, pre-CUI environments, or clients planning future migration to GCC High.

Is data encrypted? Yes (both variants):

- At rest: AES-256 (FIPS 140-2 validated).
- In transit: TLS 1.2+.
- Optional: Customer-managed keys.

How is identity and access managed?

- Entra ID (Azure AD) with MFA, Conditional Access, SSO, Privileged Identity Management (PIM), 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?

- Availability: 99.7%
- 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; 30-day retention (customizable); geo-redundant storage.

What is the DR posture?

RTO: 4 hours; RPO: 15 minutes; with routine testing and drills.

How are security incidents handled?

2W Tech and Epicor follow a coordinated incident response workflow:

- Preparation
- Detection & identification
- Containment
- Eradication & recovery
- DFARS reporting support
- 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

- 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.

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

Yes. Custom external code can be added during initial deployment or via EpicCare case.

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

Version upgrades are customer-directed, as 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 migration to Custom Cloud. The setup fee includes two upload/update passes of the database.

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

REST endpoints are available via VPN or public HTTPS. Customers can also access APIs from an integration server hosted in the same environment.