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Epicor® and Hitachi Data Systems Align to Deliver End-to-end IT Service Desk and Operations Management

Epicor and Hitachi Integrate Epicor ITSM and Hitachi IT Operations Analyzer

IRVINE, Calif. — October 20, 2010 — [Epicor](#) Software Corporation (NASDAQ: EPIC), a leading provider of enterprise business software solutions for the midmarket and divisions of Global 1000 companies, today announced it has partnered with [Hitachi Data Systems](#) Corporation, to integrate Hitachi IT Operations Analyzer and the [Epicor IT Service Management](#) (ITSM) solution.

As an Independent Software Vendor (ISV) of Hitachi Data Systems, Epicor is the first IT Service Desk provider committed to integrate its industry-leading business software solutions with Hitachi IT Operations Analyzer. Epicor has consistently demonstrated its commitment to delivering cost-effective solutions, and due to the adaptable [service-oriented architecture](#) (SOA) of Epicor ITSM, businesses have the ability to more easily and efficiently connect and align their information systems and technology resources, allowing them the opportunity to respond more quickly to continually changing business and supporting IT infrastructure requirements.

“Our partnership with Hitachi Data Systems strengthens and expands our ITSM offering in the areas of IT service and IT operations management,” said James Norwood, senior vice president, worldwide product marketing for Epicor. “Coupled with our comprehensive IT service management solution, Hitachi IT Operations Analyzer will empower the service desk to quickly identify and analyze issues in their IT environment. We are pleased to partner with Hitachi Data Systems to deliver a cost-effective and scalable availability and performance monitoring solution that will empower our customer to further streamline IT management and proactively address IT infrastructure incidents.”

Optimizing IT Management for the Midmarket

Hitachi IT Operations Analyzer is a comprehensive availability and performance monitoring software product for midsized business IT environments. The solution utilizes an [award-winning](#) and intuitive single interface to show the availability and performance of heterogeneous servers, LAN, SAN, and storage devices on a network as well as application instance services, like those provided by Epicor ITSM. Simultaneously, it reduces the mean time to diagnose (MTTD) IT infrastructure outages by 90 percent, resolving a key pain point for midsized organizations.

“We partner with best-in-class ISVs like Epicor to deliver maximum value, seamless integration and enhanced functionality to our joint customers,” said Patricia Meacham, IT Operations Software Business Leader, Hitachi Data Systems. “We look forward to working with Epicor, who shares our commitment and dedication to providing enterprises with quality service and the best performance in the industry.”

Today, more than 500 companies worldwide use Epicor ITSM to help ensure business goals are met and value delivered by providing both the business and the IT department with a common set of best practices and tools. Epicor ITSM provides end users with accurate, complete and clear information—users can easily create, trace, summarize and close incidents, problems and change requests. Epicor ITSM enables IT to set and monitor varying service levels based on specific agreements, and offers the IT service desk a powerful structured solution for IT management processes. Epicor ITSM solutions provide a robust set of service management features that support key IT processes outlined by the Information Technology Infrastructure Library (ITIL) version 2 and version 3 and have been certified by Pink Elephant as ITIL compatible for: incident management, problem management, change management, configuration management, and service-level management.

About Epicor Software Corporation

Epicor Software is a global leader delivering business software solutions to the manufacturing, distribution, retail, hospitality and services industries. With 20,000 customers in over 150 countries, Epicor provides integrated enterprise resource planning (ERP), customer relationship management (CRM), supply chain management (SCM) and enterprise retail software solutions that enable companies to drive increased efficiency and improve profitability. Founded in 1984, Epicor takes pride in more than 25 years of technology innovation delivering business solutions that provide the scalability and flexibility businesses need to build

competitive advantage. Epicor provides a comprehensive range of services with a single point of accountability that promotes rapid return on investment and low total cost of ownership, whether operating business on a local, regional or global scale. The Company's worldwide headquarters are located in Irvine, California with offices and affiliates around the world. For more information, visit www.epicor.com.

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