

Continuous Improvement Made Easy

Complete SERVICE Plan

We provide all the skill sets you need.



Get the tools you need to streamline, improve and optimize your business.

Your needs change as your business changes and grows, leverage all the critical Epicor skills that Six S Partners provides. Avoid settling into a comfort zone that actually holds back your ability to grow profitably, consider the advantages of a Continuous Improvement work environment that leveraging your ERP more fully can offer. Continuous improvement is hard, that is why we are introducing our on-demand support services. These services are not just technical support, we super charge your continuous improvement experienced professionals and practitioners that can bring insights that will enable your team to gain strategic value from your ERP and the metrics and visibility you need to manage your business.

Choose the plan that suites your needs

Easy Access to the skill sets you need

Grow more profitable and make your systems a more strategic productive part of your business delivery model.

Improve your ability to manage manufacturing and business processes through upgrades, take advantage of product improvements, and help your new and existing staff get the knowledge and access they need.

Build meaningful metrics that you can measure your business with to ensure that you are on course to achieve your desired results and outcomes.

ERP is a continuous improvement tool to help you measure and manage your productivity and profitability. Your needs, and your customers needs and even your staff evolve, so you need to constantly adapt how you work with your Epicor ERP investment. The Six S Partners Service Package can allow you to realize your business improvement goals at your pace with a more regular cadence.

Get the tools you need to not only efficiently monitor and measure every aspect of your operational processes, but also get the support you need to continuously improve your systems that support the business. Contact Six S Partners today to take the challenge out of continuous improvement management and implementation of your initiatives.

Description	Six S Service Plan	ASAP Service Request	Call in Service Request
14 hours per month to allocate to your chosen services. Applied to any time used, can combine 3 month rolling hrs. toward any services (i.e. use hr. by hr. or combine up to 42 hrs. toward service events or projects). Unused hrs. expire after 90 days.	Included at a Special Rate	Available	On Request
Case / call logged support via call, email or web site.	Included	Included	Included
Active Service Window 8-5 based on your time zone.	Included	Included	Included
Priority response ("response / assigned") service commitment.	8/24	24/48	24/ As Available
Service Level agreement (SLA)	Included	N/A	N/A
Customer collaboration portal for secure, shared service status and communications.	Included	Available	On Request
Account executive quarterly business reviews to keep your initiatives moving forward.	Included	Available	On Request
Operations consultants for support & improvement projects.	Included	Available	On Request
Financial consultants for support & Improvement projects.	Included	Available	On Request
Development services (Spec writing and development time).	Included	Available	On Request
Health Check (tool).	Included	Available	On Request
Month end closing assistance.	Included	Available	On Request
Upgrade support.	Included	Available	On Request
Forms development	Included	Available	On Request
Dashboard development (BAQ's) etc.	Included	Available	On Request
Training course credits (2) for online courses (Six S) 3 seats per class = 6 people credits.	Included	Available	On Request
Annual service savings \$5,670.00 based on 14 hrs. per month.	Included	N/A	N/A
Monthly customer product information webinars.	Included	Available	Available
Project management and steering committee meetings for projects over 50 hrs. or those with multi skills & resource involvement.	Included	Available	Available
Included: included in Six S Partners Monthly Service Plan for Quick response, and Maximum value.			
Available: requested service available up to pre-authorized amount on ASAP agreement.			
On Request: Available upon request. Requires a quote / work authorization / schedule.			

Did you know?

Our consultants have all passed Epicor product certification at the same level as Epicor staff. Our company has approximately 60 staff that are here to service you in 4 time zones across the US and Canada. Six S Partners has a capacity of over 45,000 hrs a year to help our clients realize their ERP goals.

As a Epicor Platinum Elite Partner Six S Partners exceeds the standards set for Epicor from its partner community. Six S Partners has a well established position at the partner advisory council that ensures that Epicor and partners are aligned in supporting and servicing customers. Our position also allows for escalations beyond typical support with management oversight.