

Introduction

Agilis Systems supports a variety of integration mechanisms depending on the type and depth of integration desired as well as the technical assets available with the customer. This document steps the user through the process of the what, how, how much and when of integration with Agilis.

Integration Points (the what)

Before any integration can happen it is important to determine what data is to be integrated. Work orders? Mobile Techs? Parts?

The following is a partial list of the items that can be exchanged with Agilis:

- Work Orders
- Mobile Workers
- Mobile Devices
- GPS Locations of workers and devices*
- Events for workers and devices*
- Vehicles
- Parts
- Custom form data*
- Captured signatures*
- Captured photos*

(* These items can be retrieved only)

All data received from Agilis has appropriate timestamps with it, and almost all data can have GPS locations included as well, if appropriate devices are used in the field.

Integration Mechanisms (the how & how much)

Agilis supports a number of integration mechanisms:

1. Webservices:

This is Agilis' preferred integration mechanism and involves the user making very simple URL calls. It is important to note that these are not SOAP based webservices but rather the far simpler REST based calls. This means that the user can even type in a URL in their favorite browser and make a change in the Agilis system. The API is pretty complete in that it allows the user to do integrate all the items mentioned above. There is little to no cost involved when this route is chosen.

2. Excel, CSV files:

For some users it is easier to send and receive excel or csv files. Agilis supports this method as well. Agilis can provide the user with an FTP or Secure FTP account using which these files can be exchanged. The user can specify the format of the files they send Agilis – that is, the user can specify what information can be extracted from what column. There is some cost associated with this method, but not much more than the Webservices approach.

3. Custom files:

The user may have some proprietary files that they might need Agilis to interpret and generate. Again, Agilis can provide the user with an FTP or Secure FTP account using which these files can be exchanged. This approach does have cost associated with it, and it depends on the type of file format.

4. Custom feed:

Agilis does support a completely custom integration approach. This can occur when, for example, the user wants to send work orders in real time using an existing system that does not fit any of the mechanisms above. This is obviously the most expensive integration method, but we do support it.

Integration Timeliness (the when)

Once the user has determined what data will be sent and/or received, the user needs to determine how often the integration needs to happen. Agilis supports batch, near-real-time and real-time. Depending on the integration mechanism chosen, some options may make more sense than others. For example, if using an Excel file approach, real time would be impossible, but depending on the amount of data, near-real-time may be doable. If the user is using the webservices API, all 3 timings can be supported.

Summary

It should be obvious that Agilis Systems supports a broad array of integration strategies. The user can evaluate their needs, their level of IT expertise and their budget and make a decision that suits them. Once a path has been decided on, the user should contact Agilis sales or customer care, who will schedule an implementation meeting with Agilis' development staff. Depending on the mechanism chosen, Agilis' development staff will provide the necessary details (file mappings, ftp account info etc).

Agilis' Webservices API can be obtained by contacting anyone at Agilis.