SO YOU WANT YOUR DATA SYSTEMS TO TALK

NewEdge
SERVICES, LLC

Who Is NewEdge
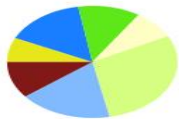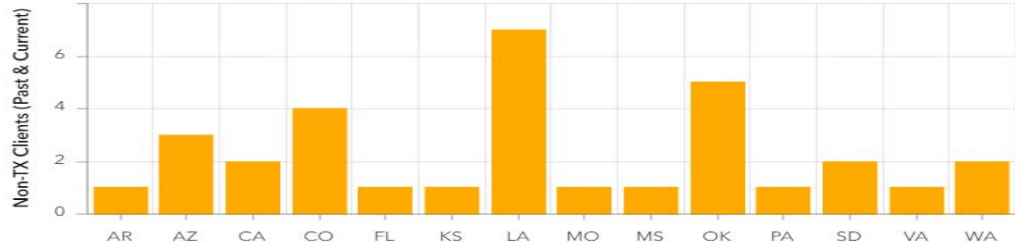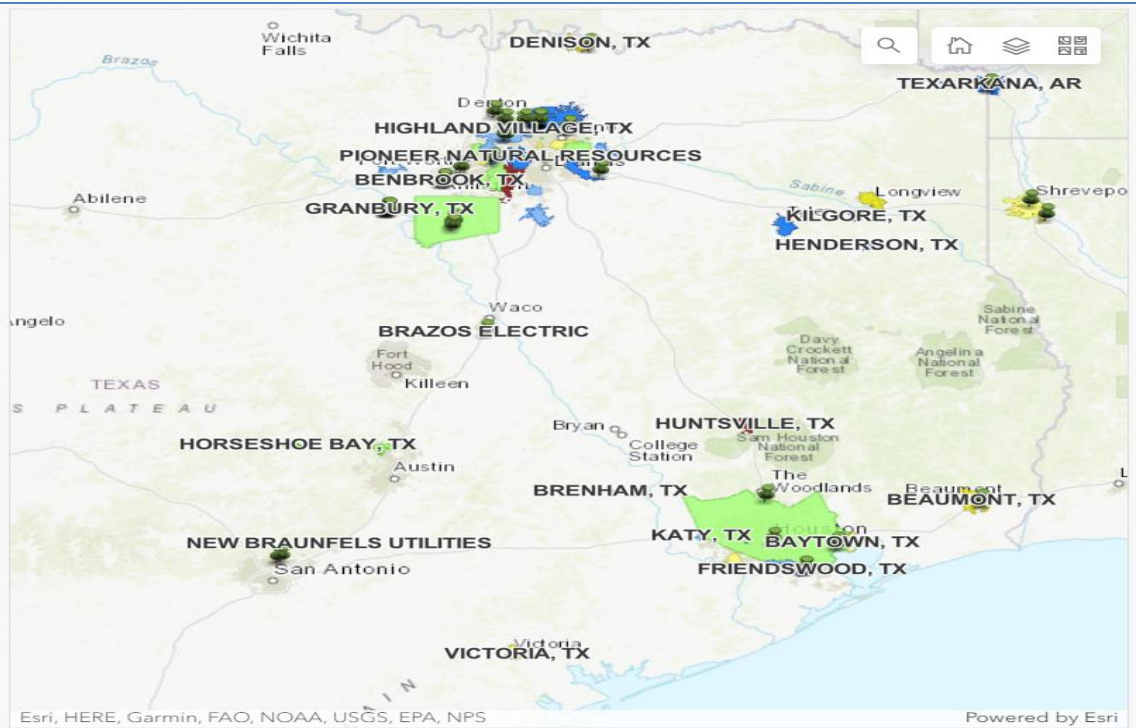
Common Integrations

General Workflow for Integrations

Work Order / Asset Mgmt:

- Utility Billing
- Inventory (Storeroom)
- Employee Data
- 311 / Citizen Engagement

Permitting:

- Finance
- Plan Review Software
- Document Management

Everyone Wants Them:

But Few Understand Them

1. Why do you want to integrate your systems?

2. How do we explain integrations?

3. What can our you (the client) do to prepare?
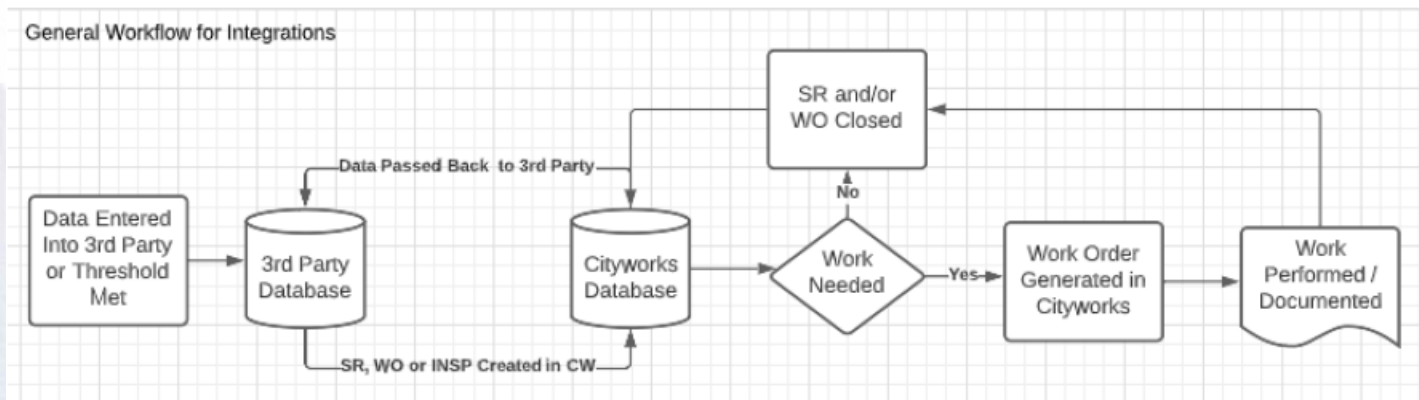
- ## Why do you want to integrate your systems?

  Typical Response:

  - **We just want them to talk to each other**
  - **RFP / RFQ – get a long list**

- ## How do we explain integrations to Clients?

- ## What can our clients do to prepare?

- # Why do you want to integrate with Cityworks?

Typical Response:

- **We just want them to talk to each other.**

- **RFP / RFQ – get a long list**

What integrations do:

- **Remove Duplicate Entries**

- **Alleviate Manual Processes**

- **Paper Copies/Reports**

- **Keep Data Current Between Systems**

- **Smart Cities!!**

- How do we explain integrations to Clients?

- What can our clients do to prepare?

- Why do you want to integrate with Cityworks?

- How do we explain integrations?

  - **Integrations are NOT magic – they don't just "work"**
  - **APIs are only responsible for 1 side of the integration**
  - **The 3rd party – make sure they can do what they say – DOCUMENTATION**
  - **Exporting to any file is NOT an integration**
  - **Most integrations are NOT out of the box – they must be coded or configured**

- What can our clients do to prepare?

- Why do you want to integrate with Cityworks?

- How do we explain integrations to Clients?

- What can our clients do to prepare?

  - **Think about how the two systems will talk to each other**
    - **What data needs to be passed between the two systems**
    - **What are the integration points**
  - **Talk with the 3rd party sales reps and developers**
    - **Make sure they have documentation on APIs**
    - **Make sure you have the appropriate APIs or do you need to purchase**
    - **Can you or NewEdge code those APIs or will it require the 3rd party developers – what is that cost?**

As Implementers – What We Have Discovered

- Half the 3rd parties do NOT have documented APIs

- 3rd Party is building the API on the fly

- Scheduling with a 3rd party can be difficult – extend go-lives

- When you find the right developer – store their information somewhere safe!!!

QUESTIONS

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