

# Integration

## Managing seamless system integration

### The key component for an asset management system

A modern Enterprise Asset Management (EAM) software solution plays a key role in successfully implementing a comprehensive asset management system.

The EAM solution usually consists of several systems that should be integrated seamlessly. The EAM solution should effectively integrate with other information management systems such as finance, human resources, materials management, manufacturing execution, customer relationship management and condition monitoring.

The effective integration of these systems plays a key role in the digital transformation of a client's asset management system, and care should be taken to select a flexible and robust integration solution and software applications with the necessary Application Programming Interfaces (APIs) to support integration.

Pragma supports this requirement through the On Key Integrate platform and an extensive web services API.

### Key features

#### On Key Plus integration solution

- ▶ A complete REST API through which all data insert, update, delete, read, and other actions can be performed programmatically. This allows clients the maximum flexibility to establish integrations between On Key and other systems in their enterprise architecture.
- ▶ On Key Integrate, powered by the Boomi® integration Platform-as-a-Service (iPaaS) technology that allows the development of robust integrations using off-the-shelf connectors and custom-built integration workflows.
- ▶ A service that manages the development, monitoring, maintenance, and support of integrations through the Boomi AtomSphere®, which forms a key part of the On Key Integrate platform.

#### On Key Plus API characteristics

- ▶ HTTP-based RESTful API with predictable resource URLs that accept JSON request bodies.
- ▶ Authentication through OpenID Connect 1.0 compliant Identity Providers.
- ▶ Returns HTTP status codes, and where relevant, JSON response bodies that include information about the resource.
- ▶ Extensive developer documentation.
- ▶ Resource customisations and advanced user-defined queries to customise data returned through the API.
- ▶ All On Key Plus user interface functions and more can be performed through the API.

### Your concerns addressed

- ▶ My systems do not 'speak' to each other.
- ▶ Manual integration processes are error-prone and time-consuming.
- ▶ My equipment is at risk because the decision-making information is outdated.
- ▶ Our organisation does not have the expert knowledge to implement seamless integrations.
- ▶ The network architecture and/or server configuration prevents us from integrating different systems/applications.
- ▶ I am concerned about information security and On Key data integrity.
- ▶ The integration may fail without me knowing about it.

### Reaping the benefits

- ▶ Asset management data for decision-making is:
  - ▶ up to date
  - ▶ complete
  - ▶ accurate.
- ▶ Staff can focus on more value-adding work instead of collating or manually adding information from different data sources for decision-making.
- ▶ Asset owners and decision makers can have a comprehensive realtime view of their organisation from an asset management perspective from their EAM system.
- ▶ Maximise the value of data gathered through different systems and devices.

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## Managing seamless data integration

### Monitoring and support

#### Our managed integration service concept explained

- ▶ Once the integration is live, we will offer a Monitoring, Support and Maintenance service on the integration solution with the necessary hosting and technology capabilities.
- ▶ We are able to continuously monitor if the integration is active, if it is processing data and if there are any processing errors.
- ▶ Updates to the integration are deployed remotely.
- ▶ Updates to the integration due to minor On Key releases are applied to ensure the process executes as expected.
- ▶ We implement process optimisations and conform to industry best practices.

#### Our commitment to monitoring your integration processes

- ▶ Ensuring valid communication between different applications.
- ▶ Source System and Target System connectivity and availability.
- ▶ Validation of user credentials.
- ▶ Automated email notifications of data level errors in integration processes.
- ▶ Monitoring and resolution of processes that are long-running or stuck.
- ▶ Resource usage to ensure that processes run to full capacity.

#### Your data security always comes first

##### Application and platform security

The Runtime Atom operates on-premises (Pragma) or in the cloud and undergoes verification and authentication by the data centre during deployment.

##### On-premise data communication security

- ▶ The Atom connects to the data centre using standard HTTPS without requiring open inbound firewall ports.
- ▶ It authenticates the data centre through an SSL handshake before transmitting data and relies on a digital certificate generated during AtomSphere registration for secure communication.

#### On Key Plus integration deployment capabilities

The infographic below shows how the technology allows for different integration scenarios. Deployment, management and monitoring for all scenarios happen from the cloud-based platform.

