

# SIX QUESTIONS TO ASK

*What you need to know before you make an integration decision*

## THINGS TO CONSIDER:

- *Most people don't know what they don't know - at least when it comes to integration.*
- *Integration is as much a process as it is a technology.*
- *Integration is a technology that transforms the way you work.*

### Is bi-directional synchronization supported?

Bi-directional integration means: if I change it on one side it needs to be instantly changed on the other side. This is called synchronization. Most vendors will say, of course; it's bi-directional - look it goes both ways! The key to synchronization is not just data going in opposite directions. It's about the events which make it happen. This is important even in one way data flows because it's how you acknowledge the data has been received.

### How do I orchestrate all the moving pieces?

In today's modern world nothing exists alone - a person, information, a process step, or a technology are all part of something larger. It's why you're doing integration. Controlling when and where, while under what conditions data flows, is orchestration. Many technologies showcase how to interface - which is data movement. Orchestration is different and key because it enables control over the process to ensure consistent results while enabling future change.

### What is possible with your approach to security?

Security is about inclusion as much as it is exclusion. Many organizations have cloud, on-premise and hosted solutions that need to bridge each other. Security is the key factor in determining how much of your business can be impacted by the solution and how.

*If the answer is - it's only cloud to cloud - or we need to punch a hole in your firewall and there's no monitoring - then you might consider another approach.*

## MORE WISDOM:

- *It's not an IT problem nor is it solely a business problem.*
- *Linked issue - neither building everything nor buying everything out of the box is the answer.*
- *We know the short cuts and life savers - and they are part of every solution we offer.*

### How are errors and repair handled?

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It's true - there will be errors no matter how good your data or how bulletproof the design is. The reasons are many, and the key is how to account for them and make operational their management.

Point-to-point integration allows simple data transfer in one direction with field-to-field mapping. Vendor-supplied native integration and developer-supplied code is opaque, not meant to be changed. Once deployed you keep your fingers crossed and hope it's doing what it's supposed to do. Since users cannot view, control or trace data movement, an error may go undetected for a long time.

*What's needed is transparency; to understand where and when issues happen and how to address while repairing.*

### What is the Integration Product Roadmap?

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Roadmaps aren't integrated among vendors or with enterprise data flow requirements. Nor do they address cross product dependencies.

*The core question to answer is - how do you ensure the vendors are aligned with your vision for the future.*

### Who is going to support me?

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Things change. Whether it's vendor-supplied native interfaces or custom in-house developers building something a central question is how to manage change and the support of it.

*Being independent and control of the business platform is a central theme of everyone who gets the integration story. There's no way around it.*

## Contact Us Now



Austin  
San Francisco  
Toronto  
Oslo



[info@putitforward.com](mailto:info@putitforward.com)



[www.putitforward.com](http://www.putitforward.com)

# WE CAN HELP

## WHETHER YOU ARE JUST GETTING STARTED OR MID-PROJECT, WE CAN HELP.

Perhaps you have read this and would like to assess where you are at in the Integration Maturity Model, or maybe you already know and just need the right tools to present this concept to your Line of Business. We have Solution Engineers that are here to help.

Maybe you have already been doing your research and would like to see our tool in action. We are happy to set up a customized demo for your needs and answer all your questions to get you started.

Or you could be in between the two and would benefit from a Discovery Session with one of our Solution Engineers to help uncover areas of improvement and a project plan that will get you there. [Connect with us](#) and let us know how we can help.