

Is Integration a 4-Letter Word?

Local governments struggle with sharing their data internally and automating work across systems, and new directives on citizen responsiveness add increased expectations. But implementing new systems is a struggle and integration always seems to be a challenge: how can you make it easy and effective?



Think back to the last major system update you implemented.

What benefits were advertised to overcome organizational inertia, and make your team want the change? Were any of them related to interfacing to other critical systems in your department – or in another department?

If you deemed your last update a disappointment, or even a failure, you're not alone. 3rd party integrations are one of the biggest causes of failure for system implementations. But why? And why does this keep happening?

ONE PROJECT, TWO APPROACHES

The problem is twofold: the implementer is trying to minimize their risk for a largely unspecified part of the project that can eat into the overall budget. The customer has an outcome based view of what integrating with another system helps achieve: maybe it's simplifying the roundtrip reconciliation of financial information across two or more systems.

What is delivered ends up being difficult to maintain and upgrade, doesn't fully satisfy departments' data flow expectations, and doesn't evolve as systems and workflows need to change and adapt. So if an implementer is not able to offer an easy and flexible way

WHITE GLOVE SERVICE. Our customers are special. We collaborate with you to Design your automation, Configure your service, and Support your business through your Digital Transformation or AI initiative.

COMMON MESSAGE MODEL. Our system-independent message model easily maps your data and business rules, linking your financials, service requests, geographies, billing records and ensuring your users have the data they need at their fingertips.

NO-CODE AUTOMATION. Seamlessly *Connect* your systems and *Automate* your work with templated no-code integrations. Make your city adaptable and responsive to change - it's inevitable.

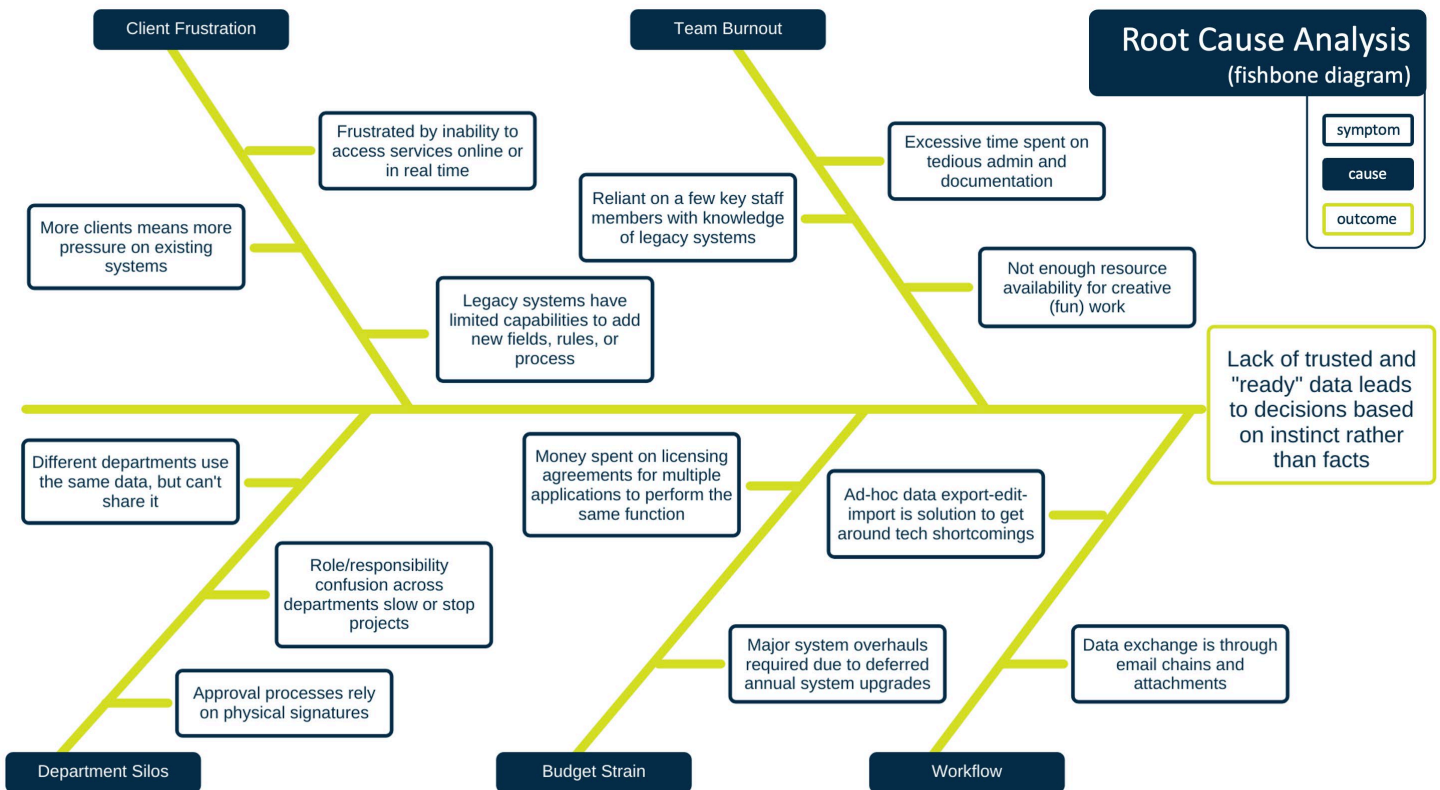
SPATIAL INCLUDED. Esri's ArcGIS Server/Online and the Geodatabase are native formats where we can link your information to geography. Add location context and location analytics to your message flow.

for you to solve your integration problem, where do you start?

TACKLING YOUR INTEGRATION CHALLENGE

Starting integration work prior to writing the specifications and acquiring and implementing a new system will save you frustration and budget when you do decide to update that system. You undoubtedly have existing systems where ad-hoc workflows and data exchanges, frustrated clients and users, siloed data, and burned-out teammates already exist.

There are already areas in your organization where decisions are made more on instinct than fact - simply because organizing and trusting all of the data required to make a decision is too difficult, time-consuming or not possible (see the fish-bone diagram below).



Starting with workflow challenges around a system you plan to replace or upgrade is a great way to understand your interface requirements. Fix your current interface issues while helping to define your interface specifications. And, best of all, you'll simplify the integration when the new system is available to come online.

And now, we have made it easy to integrate - with CityConnect iO.

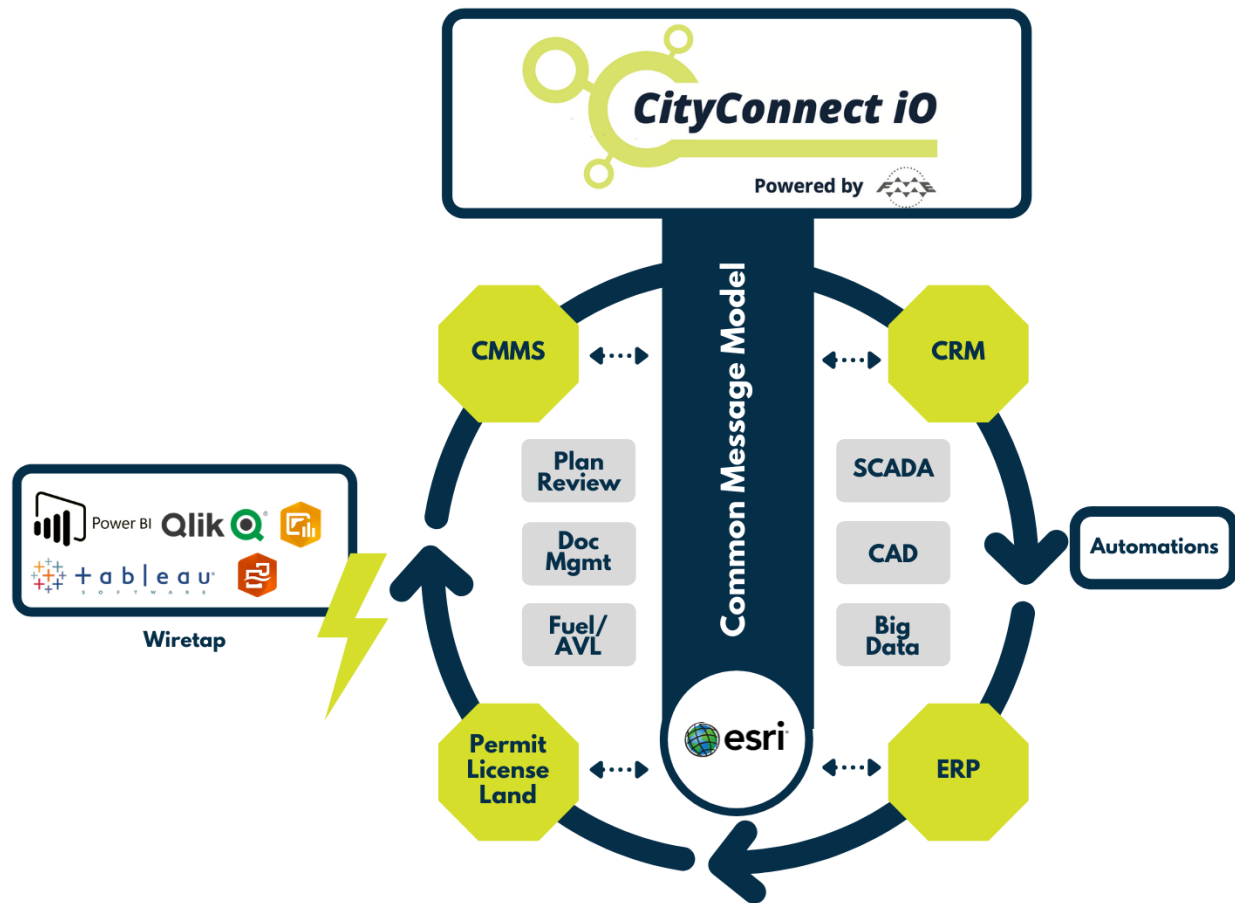
INTRODUCING CITYCONNECT IO

Since 2011, we have integrated the major enterprise applications driving the business of local governments - CRM, ERP, permit-license-land, work and asset management, and GIS - and supporting applications.

The key capabilities that our customers have valued in our collaborative work are:

- **No-Code Integration Workflows** mean that business analysts and less technical staff can define, develop, document and adapt to changing requirements and need
- **Spatial Included** allows for in-flight messages to be verified against the corporate GIS, as well as performing content-routing based on geography
- **De-Risked Integrations** leverage integration patterns that can be re-used and adapted to various use cases

Our hard-won experience in doing integration right has resulted in CityConnect iO - an Integration-Platform-as-a-Service (iPaaS) for local government. CityConnect iO is built atop the Gartner-recommended integration platform with the best support for spatial: FME from Safe Software.



Building on the FME Platform provides hundreds of message transformers, a global community of users, and an evolving no-code environment focused on simplifying the experience for Citizen Integrators. Four components form the basis for CityConnect iO:

Connectors link to your major enterprise apps, either through published APIs for modern applications, or through message queues and database interface tables for your legacy applications. This means you can keep your existing applications, but run them more efficiently.

A robust **Common Message Model** – a lightweight system-independent message model – simplifies the data mapping activity. Our Common Message Model supports the mapping of your business data while enriching your message content with location context

or validating information in-flight between applications. It allows any other connection to take place regardless of the app or department, and future proofs you for any change in your applications portfolio.

Automations encapsulate your business rules and provide a no-code way of orchestrating the flow of data across your organization. This means less money spent on augmenting your team with expensive software specialists to fix code when it breaks, equipping your team with the solutions they need, and freeing them from tedious administration to focus on more creative (and human) tasks.

The **WireTap** capability enables you to plug your dashboard apps into your corporate message flow to visualize what is happening in the moment.

Below are the various applications that you can link with our Connectors – by no means an exhaustive list. Adding a connection that is not listed and plugging it into our Common Message Model is straightforward, and is included in your subscription.



CityConnect iO is delivered as an organization subscription with unlimited users and unlimited data throughput. Three deployment modes (Community, Cloud, Enterprise) enable the capabilities you need, with the support level you require, as an enterprise-critical application. The template-based configuration of CityConnect iO is included in all subscriptions to make your integrations work. CityConnect iO is licensed based upon standard business workflows:

- Master Data Synchronization

- Service Request Routing & Status Updates
- Work Order Cost Reconciliation
- Labor Hours & Time Entry
- Fuel & Mileage Updates
- Meters & Alarms Notifications
- Document Approval & Retention
- Permit Application & Plan Review
- Inventory Replenishment
- PO-Invoice-Receipt-Approval
- WireTap to your Dashboard App

The ability to customize your solution, depending on your needs, allows you to create a system that is not only robust and adaptable enough to equip your city for years, but without any expensive, bulky extras your team doesn't need or won't use. And, with Spatial DNA's expert team to help guide your implementation, you'll have hands on deck for change management.

"The combination of Spatial DNA's expertise in GIS and enterprise integration adds tremendous value to the solutions Deloitte is able to offer our customers. We trust them to bring valuable knowledge, sensitivity to end-user needs, and integration skills to the table and they deliver, every time."

— Michael Partridge, Partner, Deloitte Digital – Digital Customer

OUR CUSTOMERS

City of San Jose, CA

(pop 1,028,000)

AMANDA – Esri

City of Richmond Hill, ON

(pop 208,400)

Salesforce.com – Maximo – Esri

Town of Oakville, ON

(pop 211,400)

Salesforce.com – Cityworks –

AMANDA – JD Edwards – Esri

City of Guelph, ON

(pop 135,500)

Oracle WAM – RoadPatrol

SSIS conversion to FME

York Region, ON

(pop 1,110,000)

Salesforce.com – Cityworks

Township of Langley, BC

(pop 143,200)

Dynamics CRM – Cityworks – Unit4 ERP

Dynamics CRM – Innovadel – Tempest

Town of Halton Hills, ON

(pop 61,200)

GeoTab – Dynamics GP – Ceridian Dayforce –

Cityworks

District of Muskoka, ON

(pop 60,600)

VADIM Financials – Cityworks – SharePoint Online

Oxford County, ON

(pop 110,900)

Cartegraph – Dynamics GP – Kronos – RoadPatrol