5 SECRETS TO KNOW WHEN ONBOARDING A NEW

SAAS SYSTEM

TRUJAY

Trujay integrates SaaS and on-premise systems with the primary goal of making sure data is available when and where needed - increasing the productivity and effectiveness of your employees. We deliver quality integrations between all of the market leading systems including NetSuite, HubSpot, Salesforce.com, Pipedrive, Microsoft Dynamics and over 40 other leading SaaS and on-premise solutions.

The team at Trujay has successfully executed hundreds of integrations – we are experts at quickly and efficiently connecting systems and driving needed data throughout the enterprise. Our customer satisfaction is impeccable with a Net Promoter average score of 98%. Our customers use us for 2 primary reasons – first, to engage us to execute an integration project when they are bringing in a new system, and second, to provide ongoing monthly support to manage the middleware solution and data needs of the company.

Learn more about us HERE.

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1

THE NATIVE INTEGRATIONS OFFERED BY MOST SAAS SYSTEMS MOST LIKELY CANNOT DO THE THINGS YOU NEED IT TO DO.

In the integration space, there are only a few native integrations that deliver the necessary features and offer high customer satisfaction. For example, Marketo to Salesforce is one native integration that consistently gets high marks for its ability to share data without a need for another solution. For many of the rest, most companies use additional solutions and services to make sure their systems are sharing data as needed.

2

YOU MOST LIKELY NEED TO USE A MIDDLEWARE SOLUTION TO ACHIEVE SUCCESS WITH YOUR NEW SYSTEM.

The leaders in the middleware space allow for greater flexibility and customization over the typical native integrations. Middleware solutions include companies like Bedrock Data, Dell Boomi, Informatica, Celigo, Jitterbit, and many more.

3

IF YOUR COMPANY DOESN'T HAVE MIDDLEWARE TODAY, YOU MOST LIKELY WILL WITHIN A SHORT PERIOD OF TIME (WITHIN 12-18 MONTHS).

The middleware, if you make the right decision for your needs, can be used to connect all (or at least most) of your cloud systems. Middleware can be used to more efficiently manage the data flow desired between your systems with a single SaaS interface and education, without a need to try and manage data flow in each individual system.

4

YOU NEED TO LOCATE A RESOURCE THAT HAS EXPERIENCE DOING SYSTEMS/DATA INTEGRATIONS AND IDEALLY IS FAMILIAR WITH YOUR MIDDLEWARE DECISION.

There is a unique skill set tied to doing this efficiently, and there are experts who excel at this need. The important priority here is you must have quick success for your new system coming into your firm and sharing data where it is needed -- the costs of paying an external resource that is qualified versus using an internal resource should not be a mistake you want to make.

5

THE BUDGET FOR SUCCESS IS GOING TO BE MORE THAN THE NEW SYSTEM COSTS.

You should account for the system and services to get it up and running, and then add the cost of middleware and services for the middleware component (unless you have qualified resources in this area). If you do not have resources that know the system or middleware, plan and budget for ongoing support for both.

HAVE YOU CONSIDERED...

- ☐ Do I need integration middleware?

- ☐ Can the solution be customized?

- ☐ How secure is the software?

- ☐ Do they provide setup services?

- ☐ What is their downtime history?

- ☐ What are their support SLAs?

- ☐ Can the solution scale with my business?

- ☐ Do they offer mobile capability?

- ☐ How long have they been in business?

- ☐ What is their pricing structure?