



Integration Monitoring Services

Today's enterprise systems, like SAP SuccessFactors, are often part of a complex web connecting on-premise, cloud, and third-party applications. Integration middleware layers, such as Dell Boomi AtomSphere® or SAP Cloud Platform (formerly known as SAP HANA Cloud Integration, or HCI) help facilitate these connections, but like any system, require monitoring and maintenance to ensure uninterrupted operation.

Many events can cause disruptions to an integration, but the impact can be greatly mitigated with advanced notice, planning, and preparation. 3D Results offers integration monitoring services where our expert personnel ensure your SAP SuccessFactors system integrations remain operational in case of the following:

- SAP SuccessFactors new releases and upgrades
- Planned field modifications within the SAP SuccessFactors application
- Planned conditional logic changes
- Changes initiated by a third-party vendor, such as for background checks, assessments, etc.
- Changes to on-premise systems
- New or modified business requirements



Our Service

Outsourcing your integration monitoring to 3D Results ensures that any issues are addressed in a timely and cost effective manner. We offer three levels of subscription-based support to meet varying business needs. At each level of service, you receive:

- A pre-defined number of hours each month for configuration and implementation services
- Proactive notification of integration platform alerts and error messages
- Rapid response to alerts that includes diagnosis of the underlying issue and communication about proposed resolution
- A helpdesk with a ticket tracking system for issue resolution
- Regular notification of issues that might affect your integrations in particular or SAP SuccessFactors modules, in general

3D Results' integration monitoring service provides the peace of mind that your interconnected systems will continue to function properly even when unforeseen changes occur, and our expedited issue resolution minimizes impact to your business. Our integration experts are certified in both Boomi and SAP Cloud Platform integration services, reducing the need for you to keep trained personnel on staff.

To discuss integration monitoring services for your organization, contact your 3D Results representative.

ABOUT 3D RESULTS

3D Results® provides consulting and data science as a service for SAP SuccessFactors and IBM Kenexa HCM suites. Our Process on Purpose® methodology ensures a successful implementation while connecting data and aligning systems with talent strategy. Our experienced, practitioner professionals offer a consultative style that delivers Results on Purpose®.



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