Web Services

Embrace Web Services takes Customer Service to the next level!

EXECUTIVE SUMMARY

Embrace Web services makes use of industry standard technologies.

Embrace Web services enables real-t me access to enterprise informat on, ensuring t mely, accurate informat on is available.

A mobile interface enables organisat ons to move closer to the customer and create a customer centric environment.

Mobile users are able to access the most current informat on available.

Leverage exist ng funct onality from Embrace and on to the internet.

Embrace Web Services can be conf gured to use the same security set ngs applicable to normal interact ve Embrace users.

3G, Wireless and Web - As technologies mature and connect vity stabilises, the limitless possibilit es and benef ts of online Embrace interact on become reality.

Tablets, iPads and smartphones have become more and more commonplace in the work environment, and in customers hands, and whilst many view these tools as being designed for informat on consumpt on, the reality is a mobile interface enables organisat ons and their people to move closer to the customer. Creat ng a customer centric environment, enables customers to interact on a very dif erent level while promot ng superior customer service.

Prior to the introduct on of Web Services, stock and pricing informat on was extracted from the ERP system in a batch mode and uploaded onto a web server to be the basis of an online interface. Product informat on from the system was uploaded to a web server, to serve as a product catalogue, with stock availability and was a snapshot of stock levels at the t me the data was extracted. Debtors and pricing informat on would be extracted and uploaded to the web server to facilitate the processing of online orders but all of this informat on is, however, only a snapshot, and becomes outdated almost immediately, as transact ons are processed, either on the back-end ERP system or when online transact ons are processed on the web site. Stock level inaccuracies, pricing discrepancies and inaccurate informat on mean that the extension of transact on processing to the web was fraught with challenges.

Web services enables real-t me access to enterprise informat on, ensuring t mely, accurate informat on is available and mobile users are able to access the most current informat on available.

Embrace Customers use Web Services to:

- Interface with third party solut ons online and real t me
- Enabler for B2B and B2C informat on exchange
- Create a fully integrated interface for external systems to interact with their business
- Leverage specif c ERP funct onality into the web environment, including custom def ned business processes
- Leverage the complex pricing models within Embrace to ensure that volume discounts and break quant t es are pro- cessed over the web
- Vastly improve service to customers

Embrace Web Services

Features	Benef ts
Interoperability	Allows dif erent applicat ons to talk to each other and share data and services among themselves. Other applicat ons can also use the services of the Embrace web services, e.g. customers or suppliers. Embrace Web services makes the applicat on plat orm and technology independent.
Low Cost of Communicat on	Using SOAP over HTTP protocol for the communicat on, enables you to use your exist ng low cost internet for implement ng Embrace Web Services. This solution is less costly compared to proprietary solutions. Significant cost savings for mobile data.
Leverages exist ng technology plat orm	Embrace Web Services takes advantage of the Web infrastructure that already exists. Alignment of processes
Connect on Pooling	Reduces user license costs Manages the queues of requests in an orderly manner Facilitates high scalability and fault tolerance Increases throughput and maintains transact onal integrity
Clients Access real t me data	Current Stock status and availability Order Status Customer specif c price lists Customer credit limit checking
System Security	Restrict access to certain customers, products, locat ons and web services, depending on specif c user requirements. Supports an authent cated environment to restrict access. Quick and easy to set up as Web services can be conf gured to use the same security set ngs applicable to normal interact ve Embrace users.

For more informat on on any of our products or services please visit us on the web at

www.embrace.co.za

or contact your Embrace Account Manager or Sales Representat ve.

Associated Computer Solut ons
ACS House, 370 Rivonia Boulevard, Rivonia, 2128 South Africa
PO Box 651872, Benmore 2010, South Africa
Tel +27 11 275 2000
Fax +27 11 275 2233

Web Services Highlights

Web services allow real-time access to enterprise information, ensuring timely, accurate information is available and mobile users are able to access the most current information available.

Where organisations already have an established web presence, web services can be introduced to allow online real time access to information directly from the Embrace environment. The deployment of Embrace Web Services allows external users and systems to interact directly with Embrace application logic and data structures, with web services exposing underlying Embrace functionality, and integrating that functionality into other environments.

Web services are essentially individual interfaces to specific sections of business logic or information from Embrace, and when put together, create a robust framework for leveraging existing functionality from Embrace and on to the internet. Web services are mechanisms that allow external systems to work together, ultimately to create business solutions. There are often a number of external software systems that companies use, in addition to the Embrace system, and web services allows these external systems to become an integrated part of an overall enterprise solution.

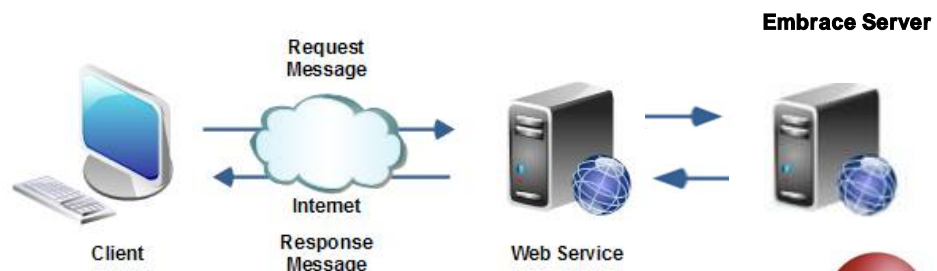Available Embrace Web Services include

Real Time Inventory Status	Product Details
- GRV Details	- Available Units
- Picking Details	- Product Pricing
- Group Stock Holdings	
- Backorders	
Customer Details	Sales Order Status
- Customer Pricing	- Customer Order Summary
- Customer Credit Limit Checking	- Sales Order Status
	- Sales Order placement via Embrace EDI Interface
Debtors Balances and Transactions	Service and Workshop Job Enquiry

Embrace Server

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software solutions

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Web Services Highlights

As an example, online shopping websites would incorporate numerous web services into an existing online shopping site to fulfil a multitude of tasks, such as credit limit checking on the customer's account, real time stock availability, accurate pricing based on break points as well as discount matrices and the placing of a sales order directly into the Embrace environment. Taking advantage of the same logic used within standard Embrace applications, business rules and logic are leveraged into an online, mobile environment.

Embrace Web Services use industry standard technologies, making use of SOAP (Simple Object Access Protocol) and XML (eXtensible Markup Language) as enabling technologies and all traffic can be secured using 128-bit SSL encryption.

Using these technologies secures the enterprise against change in the information technology industry. Since it is almost inconceivable to envision a new technology trend that does not support XML or HTML, the organization can feel comfortable in deploying Embrace Web services with the goal of using them for many years to come.

One of the most important factors to consider is the level of access that is made available, i.e. are we dealing with a publicly accessible web site, or an authenticated environment to restrict access? Embrace Web Services can be configured to use the same security settings applicable to normal interactive Embrace users, which ensures that access is restricted by user or user group to certain information. For example, an accounts payable clerk will not have access to service or inventory management modules within the Embrace. Administrators are able to restrict access to certain customers, products, locations and web services, depending on specific user requirements.

Scalability of online platforms is essential and for this reason Embrace introduces Connection Pooling as a model to enable multiple users to access the Web Services environment simultaneously without impacting your normal Embrace concurrent user license pool. A connection pool license manages the queue of requests coming from the web in an orderly manner and a single connection pool license is able to accommodate the equivalent of 10 active user sessions. Connection Pooling takes the concurrent access model of Embrace and extends it further into the mobile application space. Sessions remain available to subsequent Web service queries and turnaround time is significantly improved, leading to a more satisfying user experience.

Built in fault tolerance ensures that if one service becomes a bottleneck, clustering at the application server or database level can increase throughput while maintaining transactional integrity. This insures timely response to requests and reduces the likelihood of losing valuable data, which is critical in a sales or quality-control environment.

From small enterprises to large corporations, Web services can be set up quickly, with minimal effort, making access available to the wealth of information available within the organisation, whilst maintaining security and utilising advanced features to ensure sensitive information is safeguarded.

RELATED SERVICES

Embrace Support Representatives can assist with designing solutions and implementing additional requirements

Application Support through the ACS Support Centre

Embrace Training

For more information on any of our products or services please visit us on the web at

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