

# Professional Services

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## Introduction

System integration is a task that generally requires expert knowledge to set up correctly. Next to the synchronization itself, a good understanding of the underlying tracker technology is essential to do a proper integration project. And the whole project becomes more complicated when 2 or more independent parties are involved (such as when doing a cross-company integration).

## Shouldn't the Solution Cover All these Aspects?

Because of the complexity involved, the tooling is only a fraction of what needs to be agreed and implemented. Many aspects need to be considered, such as:

- What information needs to be transferred, at what point in time?
- What is the effect of such transmission?
- What are the allowable values, and the semantic meaning of each field value?
- How are the mappings to be configured, under what condition?
- How to validate and implement the synchronisation?
- What is the size of the information and performance requirements?
- How are the systems monitored, by whom?
- What are the escalation paths whenever something fails?
- What about security, networking, backups, and DR scenarios?

## Why Professional Services?

Acquiring the knowledge to do a proper integration, requires a lot of time. While it can be done in-house, it is advisable to outsource this type of project to experts who are dealing with these challenges on a daily basis.

Check out [the partner page](#) for a list.

In case of doubt, contact us at [partners@exalate.com](mailto:partners@exalate.com)

## Are there other options besides outsourcing?

We do provide a community site where assistance can be found on a voluntary basis.

Product

<https://community.exalate.com>

Release History [?](#)

The Exalate team will contribute if time allows. Support cases or paid-for professional services will get priority.

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