

## SYSTEM OF RECORD (SOR) INTEGRATION

You've got thousands of elements of data across hundreds of systems. How do you connect what is relevant to your processes into a single source of truth and enable effective Digital Transformation?

With custom defined APIs or through the use of our DatalO tool, our Integrated Management System can import and relate the information your executives, managers, and stakeholders need to ensure they have right process data at the right time.



### For Example

- Your customer service representative is taking an order from a customer. By displaying current production and shipping times, they can now accurately inform the customer when to expect their order.
- Your Operations Manager has a goal to improve Customer Satisfaction across the organization. Connecting the current customer satisfaction surveys to each regional KPI, they identify that Region A's numbers are lagging and know where to focus their efforts.
- The Production Manager needs to improve cycle time and reduce cost within the line. With a dashboard reflecting the real time information needed to see these values at various stages of the process, they can now identify trends and where bottlenecks may be occurring.

### Other Use Cases:

System of Record*	Type of Information*
HR Systems	Employee, Group, Department, Role, FTE, PTD
Risk Management System	Risk, Controls, Opportunities, Scores
Finance System	Production Cost, Employee Cost, Regional / Departmental Cost, Budget
CRM	Sales Forecast / Actual, Pending, Completed, Win, Loss
Manufacturing System	Production Time, Up-Time, Down-Time, Wait-Time, Orders Pending
Active Directory / LDAP	Employee Information, Groups, Resources
IT Systems / CMDB	Server, Database, Software, Fields, Data, Location, Up-Time, Down-Time
Logistics	Shipping / Receiving Time, Pending
ERP	All of the Above

\*Samples of systems and data types that can be extracted. Not a complete list.

Connecting data with Key Performance Indicators so you can see how you are truly performing at the speed of innovation.

### Benefits of SOR Integration:

- Connect what is relevant to your processes into a single source of truth to enable Digital Transformation.
- Ensure you have real process data at the right time.
- Communicate key process information to executives, managers and stakeholders.

### Start your free trial today!

- Simply e-mail or call, we'll do the rest  
Tel: +1(503) 404-6050  
Mail: [info@igrafx.com](mailto:info@igrafx.com)

### Looking for a Jump Start with iGrafx?

Leverage our expertise for a higher ROI. Our training and consulting services can help you apply the power of iGrafx even faster. For more information, please visit [igrafx.com/services](http://igrafx.com/services).

iGrafx works with the Global 2000 with a focus on large, complex challenges, high degree of regulatory requirements, and the need for continuous business improvement.

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