

iWay Software's suite assembles powerful, pre-built components for enterprise-class integration scenarios – without custom code – delivering the fastest, most cost-effective, and simplest way to integrate business processes and achieve the promise of SOA: true reusability.

Accelerate the Integration of Amdocs CRM

With the iWay Amdocs CRM Adapter, you can rapidly connect internal and external applications using a configure rather than code approach.

Highlights

- **Quick time-to-market** – Integrate with Amdocs CRM in days. Integration projects can be completed 80 percent faster
- **Real-time monitoring and management** – Become instantly aware of data, messaging, and connectivity errors. Have complete visibility into messaging movements and status
- **Rapid development and service creation** – 100 percent standards-based with no reliance on niche skills and middleware experts. Supports drag-and-drop connectivity to Amdocs CRM; connect using SOA services, XML, etc.
- **Maximum integration possibilities** – Pre-built adapters connect to all major databases, messaging systems, CRM, ERP, and other case management systems. Leverage our family of adapters designed for WebSphere business integration technologies
- **Deploy on any environment** – Support all major application integration and development platforms, including integration brokers, J2EE application servers, as well as .NET, service transactions, and event architecture over a wide variety of transport mechanisms

Features

- Supports synchronous/asynchronous bi-directional interactions
- Access to Amdocs CRM Business Objects through the CBO and ClearBasic interfaces
- Send/return requests to Amdocs CRM
- Monitor Amdocs CRM database stored in either Microsoft SQL Server or Oracle
- Data is formatted into XML for processing, transforming, and/or routing

Companies rely on Amdocs CRM to improve business and build customer relationships. With Amdocs® CRM, large amounts of customer information can be integrated, permitting sites to deliver superior support and services. However, many Amdocs CRM implementations require the integration of field service, contact center, and phone agent systems with a variety of other applications. More than 2,000 customers use our broad set of standards-based adapters to rapidly integrate their applications, e-business documents, and databases into a single virtual information system with shared data structures, transactions, and business logic. No matter how diverse or dissimilar the components of your IT infrastructure may be, iWay integration tools and adapters make them all accessible for e-business applications and integration projects.

Problem-Solving Capabilities

Companies in many sectors, including services, communications, logistics, manufacturing, and distribution, use the Amdocs CRM Adapter for its ability to :

- Directly integrate customer orders with inventory and logistics systems
- Deliver case management and contact data synchronization with ERP systems
- Migrate data to/from other applications
- Integrate contact center information with other contact systems
- Exchange sales order and shipment information with customers
- Deliver PO, ASN, and shipping information to suppliers

Making a Connection With Amdocs CRM Adapter

The Amdocs CRM Adapter enables customers to solve a variety of synchronization problems with other applications. Supported end points include, but are not limited to:

- **Applications** – Ariba, Documentum, I2, JD Edwards, Oracle, SAP, and Lawson M3 and S3
- **e-business connections** – AS1/AS2/AS3, EDI-ANSI X12, EDI-EDIFACT, FIX, HL7, HIPAA, Meditech, and SWIFT
- **Transaction processing environments** – CICS, IMS/TM, and Tuxedo
- **Databases** – Adabas, Essbase, IDMS, Model 204, Teradata, VSAM
- **Message systems** – JMS, MQ Series, MSMQ, Sonic MQ, and Tibco Rendezvous
- **File transfer products and technologies** – Direct Connect, Tumbleweed, SFTP, and FTP

Product Detail

- Automatically introspects Amdocs CRM metadata and generates request and response schemas
- Receives XML-based payload requests and provides different integration options based on your business needs
- Supports asynchronous and synchronous, bidirectional message processing based on the integration methodology and business event
- Conforms to all W3C XML standards and generates valid standard schemas and WSDLs, which can be consumed by most third-party application servers
- Captures all system level messages
- Maintains all Amdocs CRM business logic, functionality, and security to ensure accuracy, control, and data integrity

Technical Specifications

Software versions supported: Amdocs Version 6.

Access Methods

- CBO interface
- ClearBasic interface

Runtime Platforms

- Windows Server platforms, AIX, HP/UX, Linux, and Solaris

Find Out More

To see how we can help you succeed, visit us at iwaysoftware.com, e-mail us at info@iWaySoftware.com, or in the U.S. and Canada, call toll-free **(866) 297-4929**.

iWay Amdocs CRM Adapter	
Technology	Capabilities
Connectivity	<ul style="list-style-type: none">Real-time bidirectional connectivity, supporting synchronous and asynchronous, bidirectional message interactionsCollaborate with Business Objects through CBO interfaceCollaborate through the ClearBasic interface
Service Processes	<ul style="list-style-type: none">Receives XML-based service requests from external clientsInterprets the request document and makes appropriate CBO callsTransforms a response from an Amdocs CRM-specific data format to an XML documentXML documents conform to the response XML schema for the serviceGenerates XML schemas that define request and response documents for your Amdocs CRM tables
Event Processes	<ul style="list-style-type: none">Applies triggers to specified tables within Amdocs CRMPolls the Amdocs CRM events database at user-configured intervalsTranslates event information to XML

Web/Application Servers

- BEA WebLogic and Aqualogic Service Bus (ALSB) platforms
- IBM WebSphere MQ, WebSphere Business Integrator, and WebSphere Application Server
- iWay Service Manager
- Microsoft BizTalk Server and Visual Studio .NET
- Oracle Application Server
- Apache Web Server
- Tomcat

Requirements for Lawson M3

- Amdocs Version 6 Client Files
- Amdocs /Clarify support client clfyppo.jar
- Underlying database files Oracle or SQLServer
- JVM
- The iWay Amdocs Adapter for IBM WebSphere interfaces with Clarify Business Objects and is deployed as SDO

Enterprise Servers

- Linux, Windows, Solaris, HP-UX – 1GB RAM and 500MB disk space

Please see the **iWay Adapter Comprehensive Fact Sheet** for a complete list of our adapters.



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DN3601350.1008

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