



Ensuring integration of our systems to your environment

Case study

In 2003 Zipporah was formed with the purpose of delivering online applications that would help improve service levels for customers and also deliver greater efficiency for the organisation as a whole. Since our formation we have

delivered a vast array of systems to a wide selection of clients and in each case these values have been maintained and delivered beyond all expectation.

Client knowledge

In every organisation there are increasing arrays of systems to deliver various aspects of business requirements. These systems range from the financial system to maintain billing, invoicing and accounting information right through to the Customer Relationship Management system that allows businesses to maintain details of contacts and identify contacts.

In most cases these central business systems are invariably augmented by business specific systems used to deliver the requirements of that service area. These range from the booking of a variety of facilities to the request for services.

With the potential for large numbers of disparate systems being used to deliver an organisation's services there is always a potential risk of data being lost and people's data slipping between the cracks. When Zipporah approach implementation of a system it is always an early requirement that consideration be given to the integration implications and this has required review and assessment of a variety of systems and the implications of integration. Working with our clients, Zipporah has been successful in integrating with all systems that have been requested with all applications and helping to deliver a fully integrated service that fully updates to ensure all products have the most up to date picture of any requests or actions.

Zipporah Innovation

Zipporah has implemented a large number of systems many of which have required full integration to back office systems for an organisation. In order to ensure that our products are capable of integration to any systems our clients require us to provide a series of simple integration methods which are easily adjusted but provide easy APIs meaning quick, and low cost, integration to the widest variety of back office applications. Our APIs include:

- Simple HTML Posts for older web based applications.
- Outputs of content to a variety of formats for older manual applications.
- XML/XSLT output integration directly to applications.
- SOAP Web service Integrations wrapped around XML for more secure sharing.

By providing these methods to meet international standards we ensure that our solutions can be tailored to provide any integration requirement without heavy recoding.

The methods we have used to integrate our products with client back office applications has been proven several times with the Zipporah systems being able to communicate to a number of systems and being able to retrieve information from those systems. These systems have included:

- Online Payments Applications.
- Offline payments through PDQ machines.
- Customer Relationship Management Systems (including most of the key suppliers).
- Financial Systems (Including most of the key suppliers).
- Online Customer Portals.





Good business

The integration of the Zipporah suite of products with back office processes has resulted in highly successful deliveries which have improved service delivery as well as ensuring faster and more efficient processing within service areas. Such examples include:

- Basingstoke and Deane Borough Council procured the sports pitch bookings system module from the ZEBE-D booking system. Their previous system had been unable to take online payments and required the re-keying of invoicing information into the financial system. The ZEBE-D system provides all invoicing information in the relevant formats on screen to be agreed and output. When the information is checked and verified (a click of a button in ZEBE-D) XML output is created to interface from ZEBE-D into the financial system of the authority. In addition the ZEBE-D system integrates directly to online payments and will integrate to the authority's customer portal later in the year. This has resulted in efficiency savings to reduce costs of re-keying, allow staff to use their time for other tasks and reduce the possibility of error when re-keying.
- Shropshire County Council required the ZEBE-D booking system to integrate seamlessly into the CRM and their various payments methods. Through the simple web services and SOAP used by ZEBE-D the integration means that the booking system is launched for contact centre users directly from their CRM passing with it all CRM information and logging the staff directly into the application. When the booking is made the system proceeds to automatically return the details and complete the call to update the CRM, including any payment that may be taken by PDQ. The application also differentiates the access points and passes public users through to online payments when required. Using this process the CRM is always kept up to date without re-keying and the shared reference numbers ensure easy retrieval of data from either system all of which help to improve service delivery for the public.