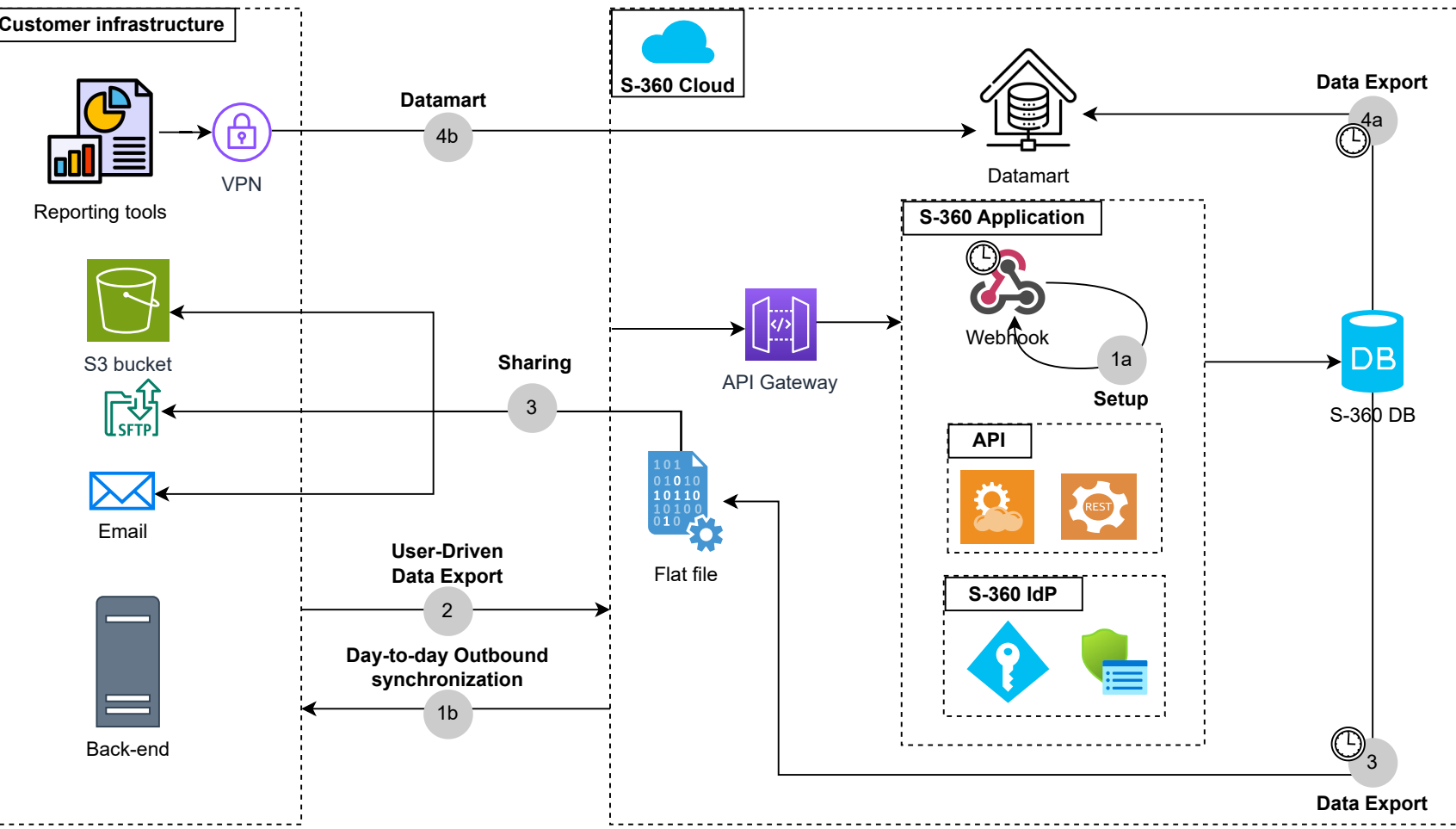


Diagram for Data Analytics Integration

This guide is designed to assist you in linking S-360 with your datalake. Follow the steps provided to ensure their effective collaboration. Gain insights into using your data and maximizing its potential. Explore strategies for seamless integration between S-360 and your datalake. This comprehensive guide covers all aspects required to establish a well-connected and integrated data environment.



1a Setup : To establish seamless communication between S-360 and your system, a precise setup is required. This task can be efficiently executed by a Secutix integrator or a collaborator with access to the S-360 backend. Ensure the fluid transmission of data by providing your system's designated URL, which must be configured within the [Webhook](#) settings. Standard webhooks cater to contact details and orders. If your system demands specific data beyond these categories, kindly submit a tailored request to a designated S-360 collaborator for personalized assistance.

1b Day-to-day synchronization : Using the previously defined URL, the system facilitates day-to-day data synchronization. Items, whether recently created or modified in S-360, are automatically transmitted every 15 minutes by default. The synchronization frequency, which can be adjusted between 1 and 1440 minutes through batch parameterization, provides flexibility tailored to the complexity of the data. If needed, the technical team can modify this frequency to optimize synchronization based on specific requirements. It's important to note that the synchronization process is subject to a maximum execution limit of 500 items and a payload size restriction of 10 items.

2 User-Driven Data Export : Control your data exports using S-360's API to list or execute data export queries tailored to your institution, as explained in step 1. Explore our [API pages](#) for user-friendly documentation.

3 Data Export / Sharing : S-360 introduces a robust internal batch mechanism that empowers operators to efficiently schedule exports. Customize your export process by choosing from the following options:

- File Naming: Specify a naming convention for exported files.
- File Encoding: Select the desired encoding format for exported data.
- Field Separator Character: Define the character used to separate fields in exported data.
- End of Line Character: Choose the character denoting the end of each line in exported files.
- Frequency of Execution: Set the desired frequency for the export process.

Queries are strategically crafted to facilitate delta exports, ensuring efficient data. The resulting data is stored in a flat text file that will be transmitted to recipients using the following protocols:

- SFTP
- AWS S3
- EMAIL

This provides flexibility in sharing, allowing recipients to receive the information through their preferred communication method. It can also be used to regularly verify integrity of data retrieved by previous methods.

4a Datamart : A Datamart is a targeted subset of a data warehouse, designed for analytical reporting and decision-making for a specific business area. Exclusively hosting data from one institution, this database allows the extracted data to be incrementally ingested into the BI tool. Alternatively, users can directly query the database without any performance impact on the ticketing database, as it remains completely isolated. S-360 offers a secure, direct SQL database connection to an Oracle DB over SSL, requiring an Oracle driver for access.

4b Data Export : S-360 is configured to perform a weekly full data export to the datamart, and 3 hours delay for delta refresh, it is kept separate from the production database to eliminate any performance impact. It's important to note that the datamart won't be accessible during the full refresh period. Explore this [link](#) for a comprehensive breakdown of the exported data.

