

Integrating Aimyze with Existing Systems

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1. Introduction

Aimyze is designed to enhance your existing enterprise systems, not replace them. This document outlines how to connect Aimyze with your current infrastructure, including CRM, ERP, ITSM, and operational technology systems.

Our philosophy is simple: Make every enterprise system intelligent without replacing it.

2. Supported Integrations

2.1 IT Service Management (ITSM)

- ServiceNow: Full integration with Incident, Problem, Change, and CMDB modules
- Jira Service Management: Work order and ticket management
- BMC Remedy: Enterprise service desk integration
- Freshservice: Cloud-based ITSM platform

2.2 Enterprise Resource Planning (ERP)

- SAP S/4HANA: Plant Maintenance (PM), Materials Management (MM), Production Planning (PP)
- SAP ECC: Legacy SAP system integration
- Oracle ERP Cloud: Financial and operational modules
- Microsoft Dynamics 365: Business Central and Finance & Operations

2.3 Customer Relationship Management (CRM)

- Salesforce: Sales Cloud, Service Cloud integration
- Microsoft Dynamics CRM: Customer data and case management
- HubSpot: Marketing and sales automation
- Zoho CRM: SMB-focused CRM integration

2.4 Operational Technology (OT)

- SCADA Systems: Wonderware, GE iFIX, Siemens WinCC, Rockwell FactoryTalk
- Historian Data: OSIsoft PI, Wonderware Historian, GE Proficy
- PLC/DCS: Siemens, Allen-Bradley, ABB, Honeywell
- IoT Platforms: AWS IoT, Azure IoT Hub, ThingWorx, Kepware

2.5 Data Platforms

- Databases: SQL Server, Oracle, PostgreSQL, MySQL
- Data Warehouses: Snowflake, Databricks, BigQuery, Redshift
- File Systems: SFTP, S3, Azure Blob Storage
- Streaming: Kafka, RabbitMQ, Azure Event Hubs

3. Integration Methods

3.1 API-Based Integration

For systems with modern REST or SOAP APIs:

- OAuth 2.0 and API key authentication
- Real-time synchronization capabilities
- Bi-directional data flow
- Webhook support for event-driven updates

3.2 Database Integration

For direct database connectivity:

- Read-only access for data extraction
- Change Data Capture (CDC) for real-time sync
- Scheduled batch extraction
- Encrypted connections (SSL/TLS)

3.3 File-Based Integration

For legacy systems or batch processes:

- CSV, XML, JSON file processing
- Scheduled file polling
- SFTP/SCP secure file transfer
- Data validation and transformation

3.4 OPC-UA Integration

For operational technology systems:

- OPC-UA client connectivity
- Real-time tag data subscription
- Historical data retrieval
- Secure authentication and encryption

4. Security Requirements

All integrations must meet our security standards:

- Service accounts with least-privilege access

- Encrypted credentials storage (never in plain text)
- Network security: VPN, IP whitelisting, or private connectivity
- Regular credential rotation schedule
- Audit logging of all integration activities

5. Customer Responsibilities

To enable integration, customers must provide:

- API credentials or service account access with appropriate permissions
- Network connectivity (VPN credentials, firewall rules, or private link setup)
- Documentation of system versions and configurations
- Test environment access for initial setup and validation
- Point of contact for system administration questions

6. Integration Process

All integrations are configured by the Aimyze implementation team:

1. Discovery: Review target systems and integration requirements
2. Planning: Define data mapping, sync frequency, and error handling
3. Configuration: Set up connectors with provided credentials
4. Testing: Validate data flow in test environment
5. Production: Deploy to production with monitoring

7. Custom Integrations

For systems not listed above, Aimyze can develop custom integrations:

- Custom API connector development
- Legacy system adapters
- Protocol converters
- Pricing based on complexity and scope

Contact your account manager to discuss custom integration requirements.