



ePremium

Automated Processes

General information

An ePremium Automated Process is a solution for our Protime SaaS customers to **automate integration with internal systems or software from third party providers.**

The most common way of integration is by using **file exchange**:

- The Protime **export module generates and drops a file** which is picked up and processed by the customer / third party provider.
- The Protime **import module picks up and processes a file** provided by the customer / third party provider.

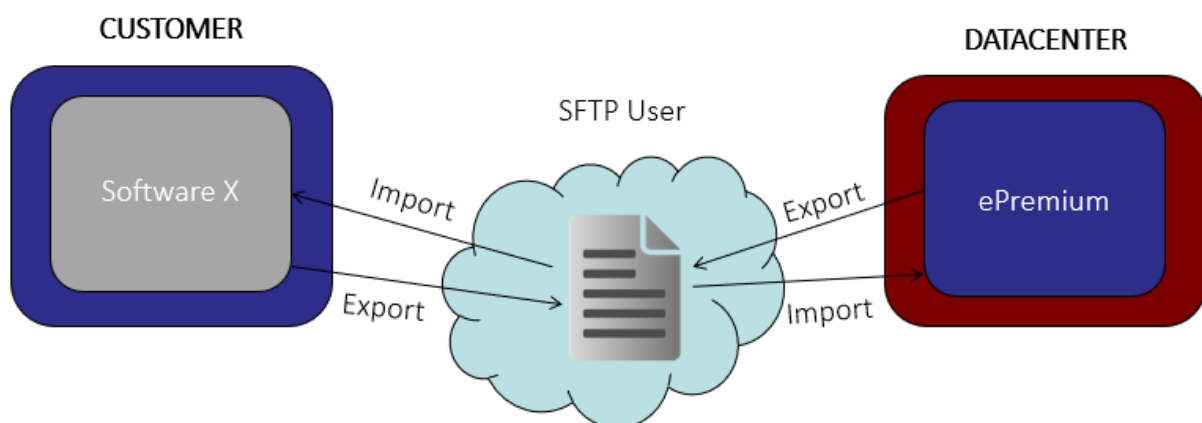
The **file exchange** is done using an **SFTP location provided by the Protime datacenter.**

The **SSH File Transfer Protocol** (also Secure File Transfer Protocol, or SFTP) is a network protocol that provides file access, file transfer, and file management functionalities over any reliable data stream run over a **secure SSH channel.**

For security reasons Protime will **only allow the SFTP protocol (no FTPS).**

The **customer or third party provider is responsible** for the **communication between the local network and the Protime SFTP location.**

The **folder structure** within the Protime SFTP location can be chosen by the customer. By **default**, we use **ToClient & ToProtime as root folders.**



What's included?

- **Verification** of the requested **scheduling- and integration parameters**
- A **private Protime SFTP location (+ disk space)** for file exchange
- **IT Support connecting** to our **SFTP location** including a **customer specific SFTP** client side **script** to upload/download files
- **Test driven development & configuration** of the automated process
- Integration of the automated process within our current **file backup procedures**
- **24/7 monitoring**
- Adding the automated process into the **datacenter 24/7 permanence**
 - So, when your automated process fails, even outside of office hours, a datacenter engineer is stand-by 24/7 to investigate the issue within one hour.
- **Testing** of automated processes **before every SaaS upgrade**
- **Licensing** of the different **automation & SFTP tools**

Remarks:

- Multiple exports or imports (not mixed*) can be combined within 1 automated process when they have the same schedule.**
 - *Exports and imports can only be combined within 1 process when the file generated by the export, is imported afterwards.
 - ***Per process, a maximum of 3 exports/imports can be combined.*
- Creation of the export and/or import definition (RPT) is not included in the automation fee.
- Each request for automation is first evaluated on security & performance parameters by the Protime datacenter team. Customers may request a specific scheduling, but requests are always evaluated according to the available time slots.