Integrating Quinyx

Contents

Integrating Quinyx

Introduction

Connect your key applications and maximise your benefits! By integrating Quinyx you will save time by avoiding double entries, eliminate data discrepancies and have your key metrics available when you need them. But that's not all.
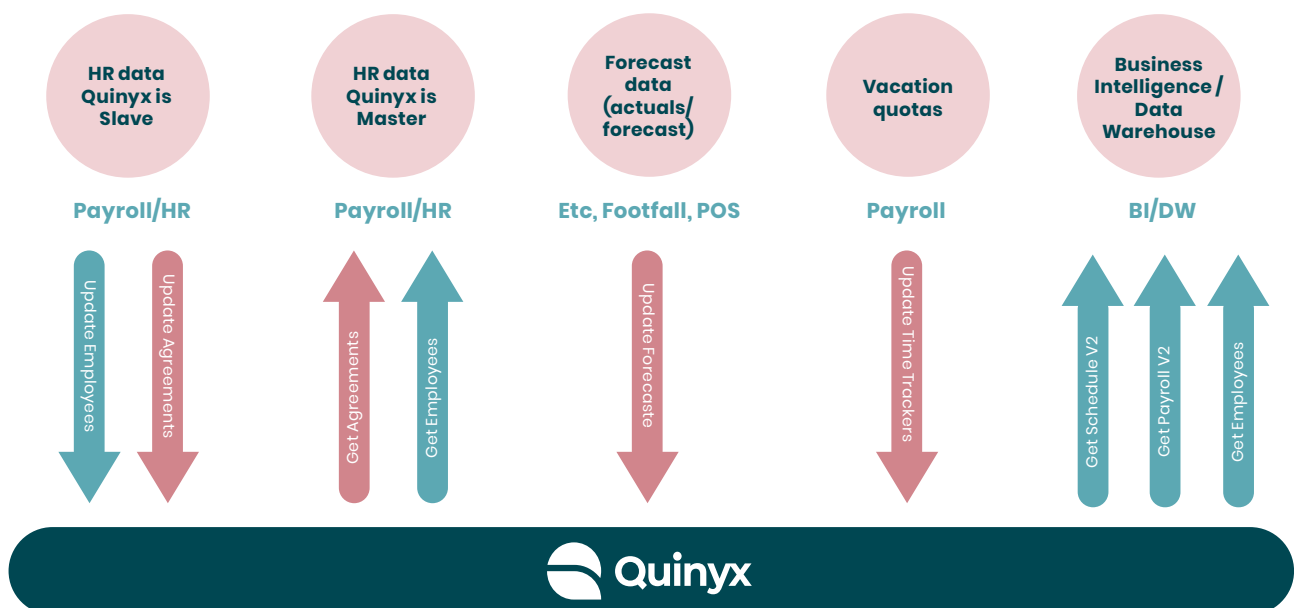
What solutions can I integrate?

One initial question we often get is "what solutions can be integrated with Quinyx". Before answering, there's a few details we'll need to look into, such as your underlying business requirements and capabilities of interfacing applications. But due to our well established and robust API library, we know that the high-level answer to your question is "whatever you want".

Our team will of course help you by guiding you through the process of integrating Quinyx to your other applications. Read more about our process, approach and our APIs in this document.

Integration approach

Common integrations

Our approach is mainly based around your organization's needs. However, we have seen a few key integrations that our customers use, and for those we have set up the following best practises.

HR data Quinyx is Slave	HR data Quinyx is Master	Forecast data (actuals/forecast)	Vacation quotas	Business Intelligence / Data Warehouse
Payroll/HR	Payroll/HR	Etc, Footfall, POS	Payroll	BI/DW
Update Employees, Update Agreements	Get Agreements, Get Employees	Update Forecaste	Update Time Trackers	Get Schedule V2, Get Payroll V2, Get Employees

Quinyx

The four main application categories our customers focus on in regards to integrations are:

HR/Payroll

A lot of admin time can be saved by integrating Quinyx to your HR/payroll system. By sending employee data from one system to another you will not only save time by eliminating double entries, but assure that the information is updated and corrected in a timely manner across all applications.

Payroll

By updating Vacation and/or Sick balances from your payroll system, you will help managers and employees to eliminate the risk of overspending balances, as well as making the correct decisions.

PoS

Make sure that your business drivers, such as sales and footfall, are available in Quinyx to support the forecasting and scheduling process. Historical data will help managers create a correct forecast in Quinyx. By having a dedicated forecasting application your forecasts can easily be fed into Quinyx and make sure that an optimal schedule is created.
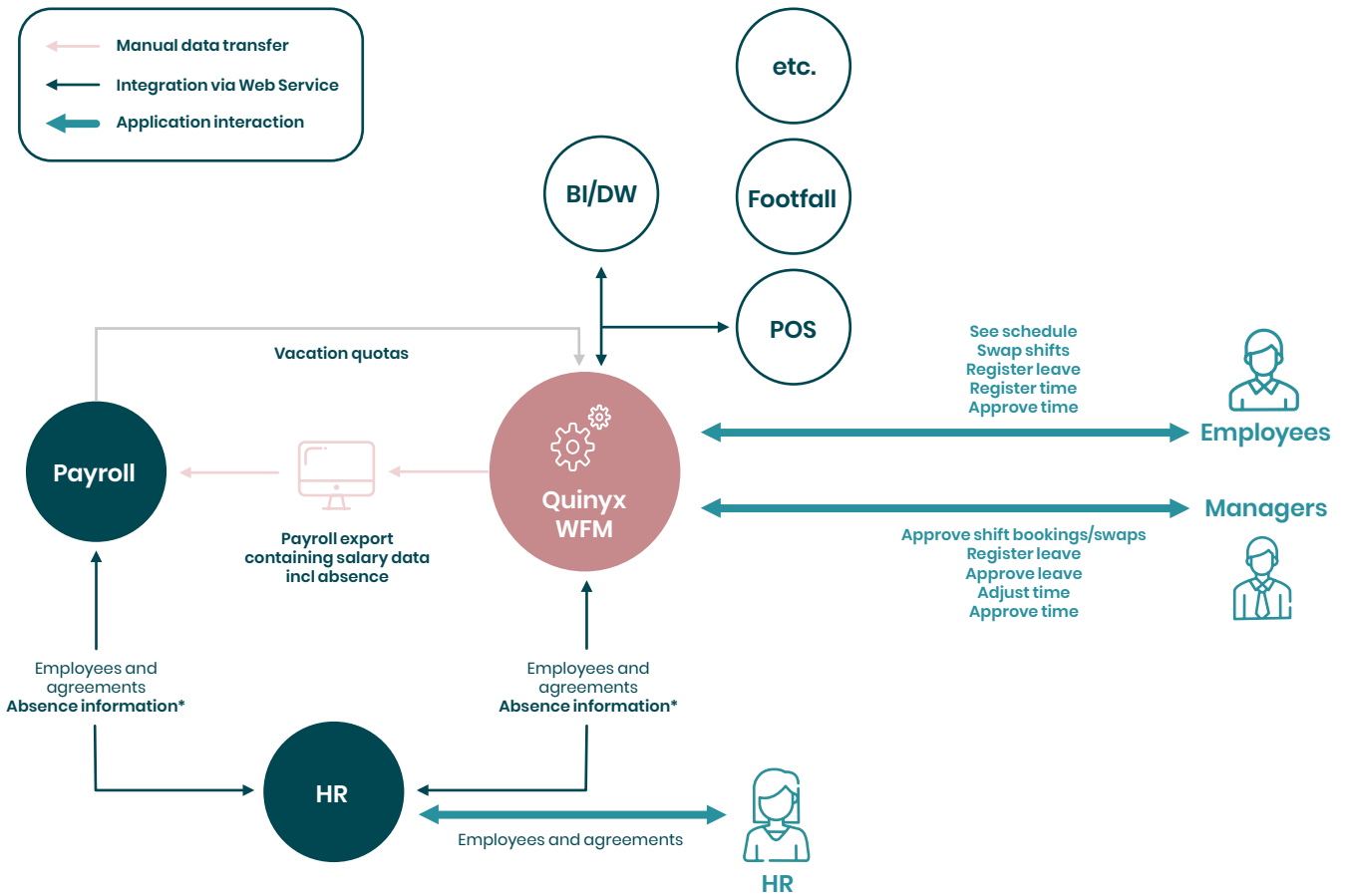
BI/DW

For powerful reporting and business intelligence capabilities, a wide range of data can be extracted from Quinyx.

Integration design

As part of an implementation project we will scope your integration needs and together with you create an integration design tailored to your needs and wants.

Here's an example of a flowchart of a fully integrated solution could be:

Legend:
- Manual data transfer
- Integration via Web Service
- Application interaction

etc.

BI/DW

Footfall

POS

Payroll

Vacation quotas

Quinyx WFM

Payroll export containing salary data incl absence

See schedule
Swap shifts
Register leave
Register time
Approve time

Employees

Managers

Approve shift bookings/swaps
Register leave
Approve leave
Adjust time
Approve time

Employees and agreements
Absence information*

Employees and agreements
Absence information*

HR

Employees and agreements

HR

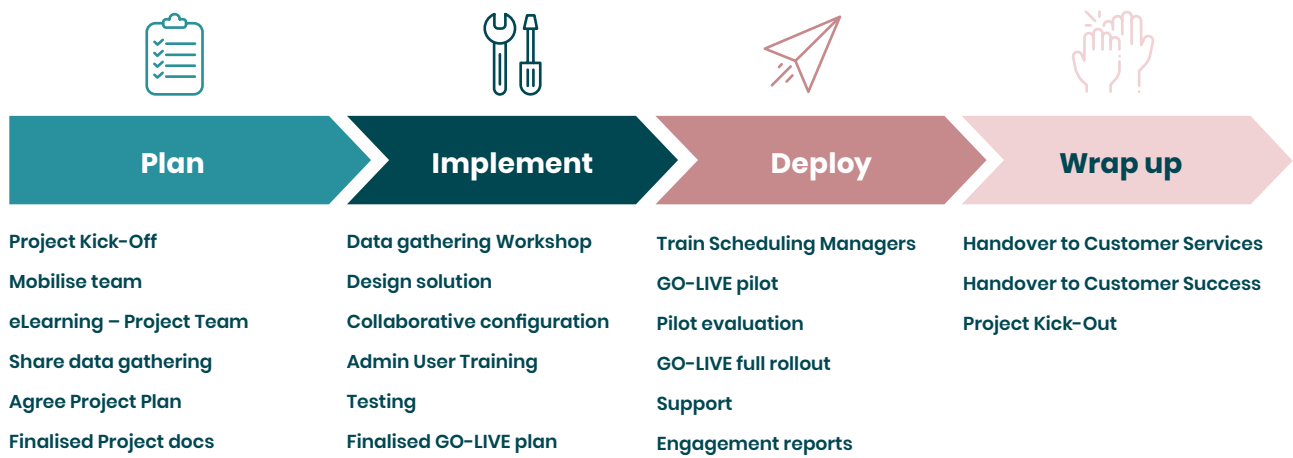** Leave information can be integrated to HR directly from Quinyx or via Payroll*
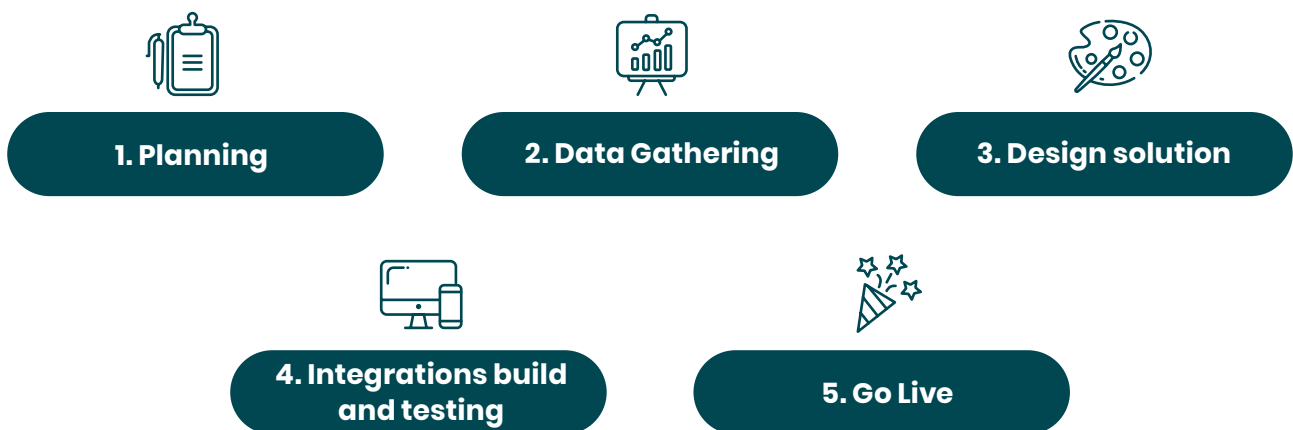
The process

High level project methodology

Our Quinyx team will make sure to guide you through the whole process of planning, building and executing your integrations. As part of the project planning the integration actions and timeline will be reviewed and planned. Generally, an implementation of Quinyx will follow four phases with its own action points.

Project Methodology Deliverables

Plan	Implement	Deploy	Wrap up
Project Kick-Off	Data gathering Workshop	Train Scheduling Managers	Handover to Customer Services
Mobilise team	Design solution	GO-LIVE pilot	Handover to Customer Success
eLearning – Project Team	Collaborative configuration	Pilot evaluation	Project Kick-Out
Share data gathering	Admin User Training	GO-LIVE full rollout	
Agree Project Plan	Testing	Support	
Finalised Project docs	Finalised GO-LIVE plan	Engagement reports	

From an integration perspective the work will be part of these project phases:

1. Planning

2. Data Gathering

3. Design solution

4. Integrations build and testing

5. Go Live

A breakdown of the steps

1. Planning

Together with a Project Manager from Quinyx, you will create a detailed project plan that will include all necessary steps in regards to your integrations.

The detailed plan will outline resources needed, delivery milestones and delivery time frames tied to the general implementation of Quinyx' solution.

2. Data Gathering

Our Quinyx Integration Expert will work together with you to make sure the relevant data is gathered.

As support, we'll also provide Data Gathering Workbooks containing information on data needed, as well as questions to answer.

3. Design Solution

As part of the greater solution design, the integrations will be a vital part of the design workshops. Here you, together with the project team, will discuss and create the overall solution for your organization's processes and workflows within Workforce Management.

For your future integrations, the following areas will be defined:

- Data information flows
- Frequency
- Dependencies
- Impact of current processes and needs
- Future improved processes

4. Integrations build and testing

The integrations will be built based on the data gathering and design workshops. Our agile approach is assuring that the building and testing of integrations is part of the overall solution.

The different workflows will be built and tested, based on the decided plan and scope, before being signed off.

5. Go Live

The go live of the integration is synched with the general Quinyx system go live, to create a smooth process for the organization to adapt Quinyx.

Our APIs

General
The Quinyx APIs follow the same basic structure. Most APIs have a "get" and a "update" version, for either pulling data out of Quinyx or pushing data into Quinyx. There are also some "create" APIs, used for creating a configuration item in Quinyx through the API.

Currently there are +80 different APIs available, covering the vast majority of the Quinyx system. This makes it possible to build automated workflows that can accommodate many different customer needs. Based on previous experience, our Quinyx Integration Team will guide you through our APIs, identify which ones you should use, and go through best practices when building integration workflows.

API Documentation
More information about our SOAP and REST APIs can be found here:
https://quinyx.helpdocs.io/l/en/category/v9pndvf7ew-web-services

API Security
Information traveling between external systems and Quinyx' APIs is securely communicated through Transport Layer Security protocols (TLS 1.2 or higher is required) and encrypted using strong encryption algorithms, which guarantees that your data is protected all the way from your application stash to/from Quinyx.

We're also using a mixture of API-keys - unique to your organization - and OAuth authorization to make sure no third-parties can access your data. Your data is accessible by you and you only.

Quinyx Integration Team

You have a few options regarding your approach when connecting Quinyx to your applications;
1) Your in-house integration team or third-party integration provider can incorporate Quinyx' APIs and workflows into your existing integration platform, or
2) you can utilize the knowledge of the Quinyx Integration Team (QIT). Regardless of which solution you choose our Quinyx team will support the full process and make sure it is a success.

Benefits with our Integrations Team:

Knowledge: The in depth knowledge about our APIs, together with the experience of connecting Quinyx to many different applications, makes it possible for you to leverage a lot of knowledge and best practices.

"One-stop-shop": The Integration Team works closely with the project team and other functions, making the whole process seamless and smooth.

Manage complexities: Workforce Management can be a complex area and integrations are not only about moving one piece of data from one cell to another. We have many inhouse talents with great experience in managing many complex and challenging projects.

We are very passionate about integration and would love to tell you more.

Contact us at: sales@quinyx.com