



Frequently Asked Questions

Q: Is IConduct deployed only as a cloud service? Can I deploy it to my private cloud or on-premise?

A: IConduct can be deployed as an iPaaS (public cloud), as well as to a private cloud or to your own local network/On-Premise (either physical or virtual server). IConductCloud refers to the iPaaS services. Our global data centers enable global deployments if necessary. Whether deployed as iPaaS, private cloud or on-premise – the user interface, overall abilities and attributes are the same.

Q: Can I integrate my cloud applications and my on-premise applications?

A: For any deployment architecture, IConduct supports all cloud to cloud, cloud to On-Prem (hybrid), and On-Prem to On-Prem scenarios.

Q: How do I sign up for an IConductCloud account?

A: Please access our Contact Us page at <http://www.iconductcloud.com/contact-us/>.

Q: What applications can I integrate using IConductCloud?

A: We are proud of our vast range of business application, database, web-service, file-type, and protocol connectors. You can find a partial list on our website at <http://www.iconductcloud.com/applications-integration/>. For further connectors, please contact our team at <http://www.iconductcloud.com/contact-us/>.

Q: Is any training required to learn to use IConduct?

A: IConductCloud is designed to be a user-friendly, self-service platform, and anyone with basic IT skills and knowledge of the applications they plan to integrate should be able to build the integration processes easily. However, IConduct's Consulting Team offers training sessions via webinars.

Q: What support is available?

A: We supply the following support options to give you the help you need:

- Submit support tickets to support@iconductcloud.com
- 24*7 Support Help Desk with English-speaking live phone representative.

Q: What skill set is required to configure IConduct?

A: We deliver a self-service platform with drag & drop, check-box, pre-defined templates, and many configuration-only tools. You do not need to be a developer to utilize IConduct; you simply need to understand where the data resides in the source system, and where the data needs to be integrated in the destination system. The typical roles that utilize IConductCloud would include the Systems Analyst, Application Administrator, or Business Process champions.

Q: Do I need my IT department?

A: Minimal involvement from your IT department is typically needed, in the form of access details for the source/destination applications, or allowing you to install a Secured Cloud Agent to gain access to your on-premise application.

Q: Can IConduct provide training, consulting or professional services to help me set up my integrations?

A: Yes, we provide these services for a fee. Availability and response times are according to your support level. Consulting services are also always available from our professional service team. Please access our Contact Us page at <http://www.iconductcloud.com/contact-us/>, or contact support@iconductcloud.com.



Q: What is a Connection?

A: Connections are the IConduct platform points of contact with your corporate systems, whether they are CRM, ERP, Financial, Human Resource related, Manufacturing, Service, e-Commerce, B2B, B2C, or other. The various connectors support all necessary levels of integration: for example, including both application and database level integration of Oracle-based systems with any other business app. Creating a new connection is a zero-code process, easily learned and applied. With the aid of the IConduct platform, you can rest assured that when adding new systems, you will be able to integrate them and their data with the existing applications and systems used by your company.

Q: What is an interface?

A: Interfaces are used to create business processes and/or process the data necessary for various business procedures and/or to exchange data between applications. They are the link between the various applications, retrieving source material from one, processing it if necessary, and sending either the original data or the processed data to another application, making sure that the data formats are compatible and/or changing data formats when necessary, while maintaining the integrity of both source and target systems. The specific actions that the interface performs depend on the applications. The interface manages the linkage schedule and actions. You can define the frequency of the linkage, whether to run it manually or automatically, and several other related features.

Q: What is a Secured Cloud Agent?

A: The Secured Cloud Agent is a service located on an end-user computer that connects between the IConduct platform and the end-user's application(s). There is a main agent called "IConduct" that can be used for cloud-based systems. Usually, each corporate LAN has its own designated secured cloud agent, so it is possible that different applications/databases can be connected via different secured cloud agents. An IConduct platform Secured Cloud Agent is defined in addition to the user's secured cloud agents. All communication will be solely outbound – either to push data from your on-premise applications to the cloud, or vice-versa.

Q: If the IConductCloud platform is on-line in “the cloud”, how can I integrate my on-premise data and legacy applications?

A: IConduct deploys a Secured Cloud Agent behind your firewall. The Secured Cloud Agent allows you secure access to your on-premise applications without the need to make any changes to your firewall or network architecture, or opening ports.

Q: Why do I need to use IConduct rather an Application Programming Interface (API)?

A: An API opens up secure access to data in an application, but it does not accomplish the integration itself. An API is like a socket – until something is plugged into it, it is just passive. IConduct connections are like “plugs.” IConduct connects a plug into an API, and abstracts the technical details of the API and transportation protocols used to communicate with various applications and data sources, allowing you to focus on the business needs of the integration.

Q: Can we run the integration in a batch by scheduling? Can we use real time integration?

A: We support real-time, event-based, and schedule-driven executions. A scheduler is built into IConduct. You can schedule an integration to run based on intervals that you define (up to every 1 second), on an advanced schedule including a base execution time, or select one or more specific dates and times on a daily/weekly basis. We also have an external web service that will allow you to call for an integration to be run in real-time from an external source or application.

