

Enterprise Systems: Integration and Web Services

An Open System

With Titanium ORE you have access to your data ... ALL of your data – the Titanium ORE data model is published and available for your benefit and use. You can easily use the underlying database with your own reporting and data mining packages (such as Cognos or Crystal Reports), in addition to what is provided out of the box with Titanium ORE.

Dialer Integration

Titanium ORE provides the ability to integrate with virtually any commercial predictive dialer in real time in a platform-independent manner, as opposed to two separate systems extracting and importing data in batches and having to have multiple applications open on the user's workstation. Here is what this means for you:

- No more uploads and downloads for your dialer interfaces – all campaigns can be in real time.
- No need to be locked into any one predicative dialer (or be captive to the predictive dialer provided by your collections software vendor) ... you can choose your dialer, telephony system, IVR, or recording system and integrate it in real time with Titanium ORE.

Document Management System Integration

Why be forced to migrate to a new document management systems because your existing collections system is out of date? With Titanium ORE you can fully integrate your current document management system or the system of your choice. Like many of the other features of Titanium ORE, this integration is completely pluggable.

Your Choice of Vendors and Service Providers

Titanium ORE's open architecture and web services means that you can add virtually any new vendors or services that you chose. For example, you may decide to do business with a new skip-tracing vendor or skip trace service. This vendor or service can easily be integrated without the need for custom programming. This same philosophy goes for letter service providers and electronic payment providers.

Extract, Transform, Load (ETL)

Titanium ORE eliminates one of the biggest headaches associated with collections software systems: The importing and exporting of data. Titanium ORE includes a bundled ETL (Extract Transform Load) tool that puts you in complete control of your "data in" and "data out" requirements.

With the Titanium ORE ETL tool, you can easily map, translate and then export any type of data in virtually any format, to any system that requires data from your collections operations. Export maintenance data, payments, demographics, statements, etc. to the file format of your choosing (such as XML, CSV, and RMS to name a few) or directly to an external database or system. The ETL tool eliminates the need for costly custom programming associated with extracting data from your database to use in external applications.

The opposite is true as well. With the ETL tool, you are now in complete control of importing data into the Titanium ORE system. No longer will you need to have to pay your software vendor for custom programming just to bring new files and file types into your collections system (such as new business, update files, closes, and payments). The "old days" of paying your software vendor for custom programming just because you earned a new customer (with new file and data layout requirements) are gone ... thanks to Titanium ORE.

External System Integration

Titanium ORE exposes SOAP web services, so that other enterprise systems may take advantage of its functionality in a platform independent manner. Additionally, Titanium ORE will soon be able to publish events to JMS topics in real time as they occur within the system. Other applications and systems may subscribe to these topics and take action on those they are interested in. For example, as a payment is posted in Titanium ORE, it will publish the details of the payment as an XML document to the topic. A financial system may be interested in reacting to this event and therefore would be notified as a subscriber of the topic.

