

OpenSyncro Connector Pack (v1.0) for SugarCRM enables extracting customer data from SugarCRM .



Basic configuration includes XSLT to transform data from SugarCRM to Smilehouse Workspace format.

The XSLT can be modified to import additional data compared to the default settings.

Connector Pack for SugarCRM

About SugarCRM and Workspace

- SugarCRM is the world's leading provider of commercial open source customer relationship management (CRM) software for companies of all sizes. More info: www.sugarcrm.com/crm
- Workspace is a packaged e-commerce software for creating integrated web shops and online stores. More info: workspace.smilehouse.com

Basic Connector Pack features

- Connector Pack enables importing customer data from SugarCRM to Workspace using provided OpenSyncro scripts and components.
- The basic installation includes XSLT for transforming SugarCRM customer data to Smilehouse Workspace format.
- Modifying the XSLT makes it possible to import more data than is possible by default..
- Using the Connector Pack, setting up OpenSyncro data transfer Pipes between Smilehouse Workspace e-commerce software and SugarCRM is easy.
- Please refer to OpenSyncro documentation to find out about the other tools OpenSyncro offers for integrators.

Target group

- Companies that use SugarCRM and Workspace and need to move customer data between the two applications.
- IT consultancies providing integration solutions to SugarCRM and Smilehouse Workspace customers.

Business Case

- Workspace is used to build a web shop serving both resellers and consumers.
- For example OpenSyncro could extract customer data from SugarCRM and load it to Workspace
- Customers could then log in to the web shop using user id and password configured in SugarCRM.
- Based on customer groups in SugarCRM, the web shop could for example present different pricing to different customers.

Configuration and deployment

- Configuration and testing of customer data transfers usually takes a few hours.
- When building integration to Smilehouse Workspace, setting up customer integration using this Connector Pack consists of the following tasks:
 1. Prepare SugarCRM and Workspace for integration.
 2. Create new OpenSyncro Pipes for customer integrations.
 3. Configure OpenSyncro Pipe components.

Default mapping in XSLT

SugarCRM ->	Workspace Customer
First name	First name
Last name	Last name
Primary address: Street	Street address
Primary address: Postal code	Postal number
Primary address: City	Postal office
Primary address: Country	Country
Office phone	Phone
Email	Email

Additional mappings in XSLT

SugarCRM ->	Workspace Customer
Account name	Company
Mobile phone	GSM
Fax	Fax
Do not call	Direct marketing
Primary address: State	State(US)

Functionality

- Extract customer data from SugarCRM.
- Transform data with XSLT.
- Load customer data to Workspace.
- (semi-automatic)

Software requirements

- SugarCRM 3.5.1
- OpenSyncro 1.3
- Workspace 1.6

Connector Pack contents and pricing

- Connector Pack for SugarCRM is shipped as a ZIP archive that contains installation instructions, components and scripts required to set up OpenSyncro customer transfer Pipes.
- The price for component pack is 3.000 EUR. Price includes commercial license of OpenSyncro.
- Annual maintenance fee is 600 EUR. Maintenance includes rights to Connector Pack updates.
- VAT will be added if applicable.

Known restrictions for v. 1.0

- Not all customer data can be imported from SugarCRM to Workspace as the amount of data per customer in SugarCRM exceeds the capacity of Workspace.
- However, it is easy to customize which data is to be imported. Also, fields that are not present in Workspace by default can be added as custom customer questions.

How to proceed?

- SugarCRM should be up and running.
- Install OpenSyncro.
- Set up OpenSyncro data transfer Pipes according to Connector Pack's instructions.
- Test integration with default settings.