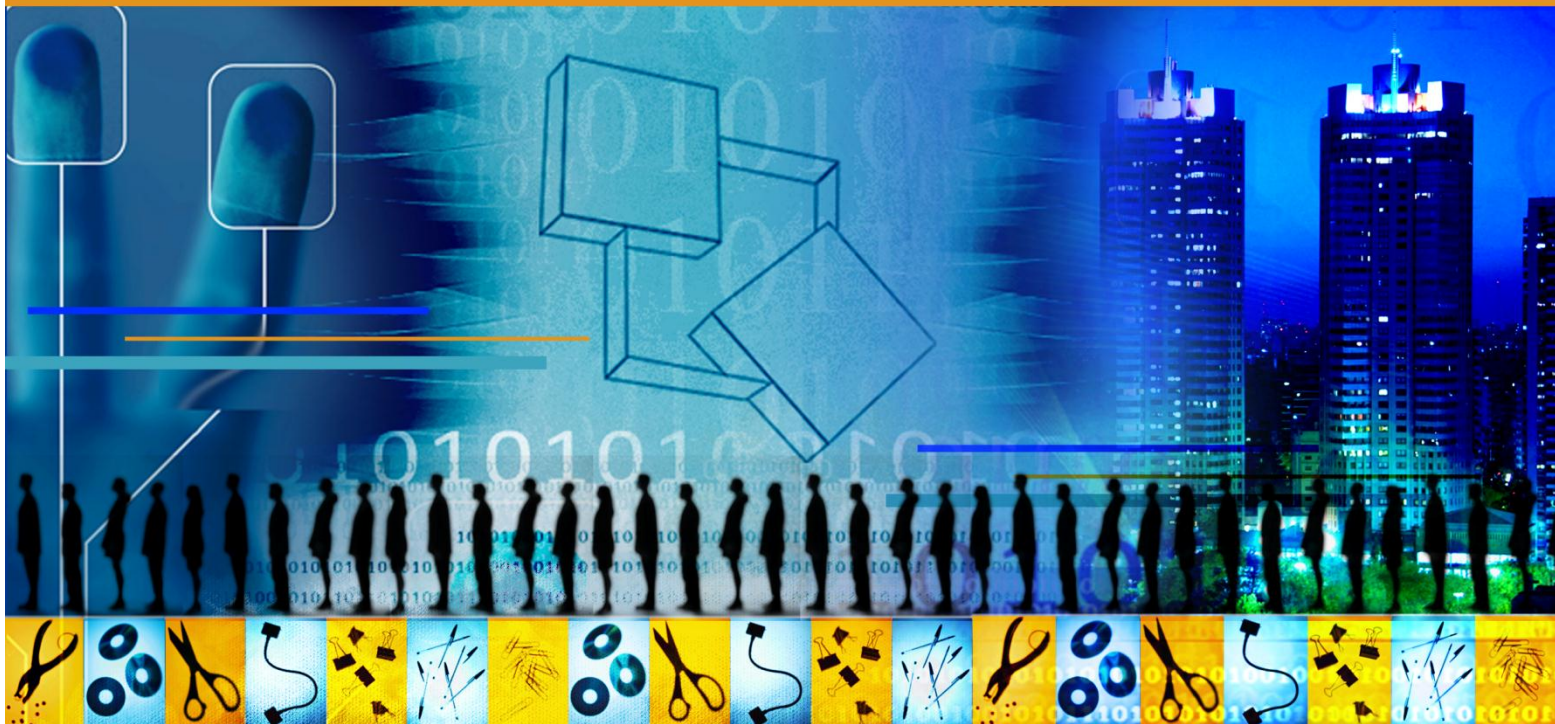


FlowCentric iDapters for Microsoft Dynamics CRM

The FlowCentric iDapters are built-in as standard functionality. They can be found in the Web Services and Script Editor of the Process Suite. FlowCentric endeavours to make integration as easy as possible for the novice, without losing the flexibility required by an advanced systems integrator. Our vision and success lies in empowering our users and optimising their underlying systems.



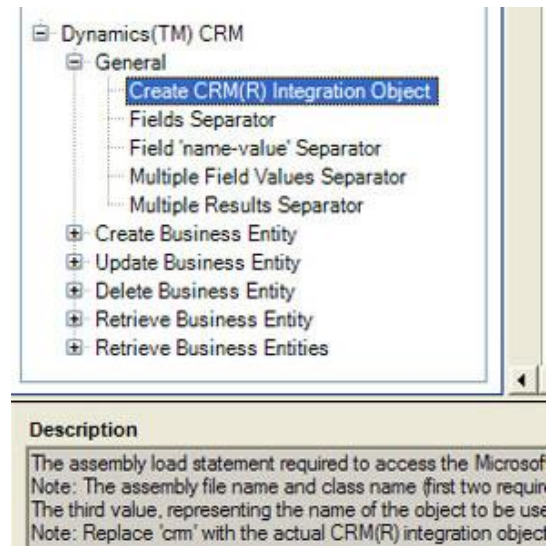
The FlowCentric Processware integration framework consists of out-of-the-box adapters, known as the FlowCentric iDapters. These adapters allow complex integration tasks to be handled in the same drag-and-drop environment as the rest of the FlowCentric Process Suite.

FlowCentric iDapters for Microsoft Dynamics CRM

FlowCentric Processware makes use of FlowCentric iDapters to integrate into third party products such as Microsoft Dynamics CRM.

Business logic exposed via the Microsoft Dynamics CRM product can be accessed by consuming a set of web services exposed by Microsoft Dynamics CRM. These web services are consumed by FlowCentric Processware in order to enable drag-and-drop integration from within the FlowCentric Process Suite.

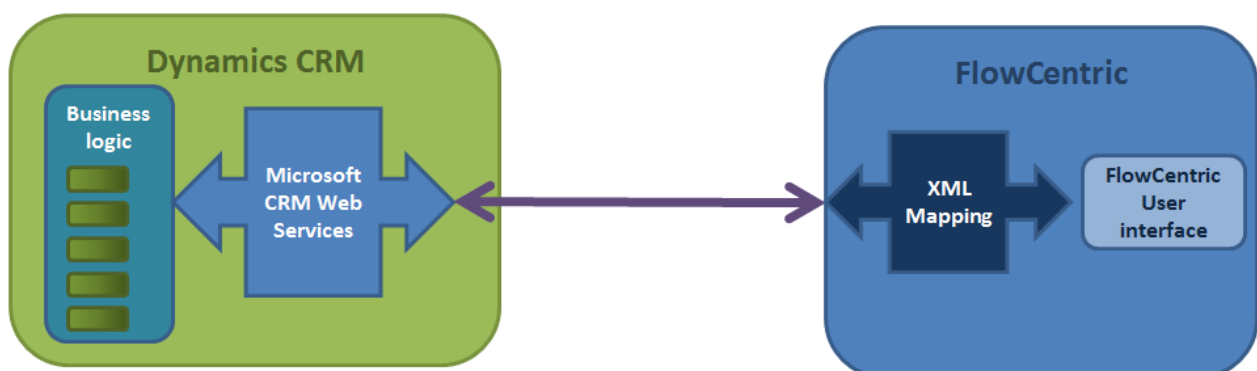
One of these web services defines all of the Microsoft Dynamics CRM objects and provides an entry point for communication, whilst a second service defines metadata for all CRM entities. The metadata describes business entities including the associated attributes on and relationships between them.



By leveraging these two services, FlowCentric can export a snapshot of these entities and periodically poll the CRM server, ensuring the versions of all entities on FlowCentric are the same as on the CRM implementation. This snapshot is stored in XML format within the FlowCentric Process Suite.

As an example, the default CRM® installation includes a business entity called “Account”.

The FlowCentric iDapter will typically consist of CreateAccount(...), RetrieveAccount(...) and RetrieveAccounts(...) for single and multiple account retrievals, UpdateAccount(...) and DeleteAccount(...) functions, including all the fields (attributes) associated with the “Account”. Allowed values for the business entity are also highlighted.



Above: FlowCentric interacts with the Microsoft Dynamics CRM product via its web services