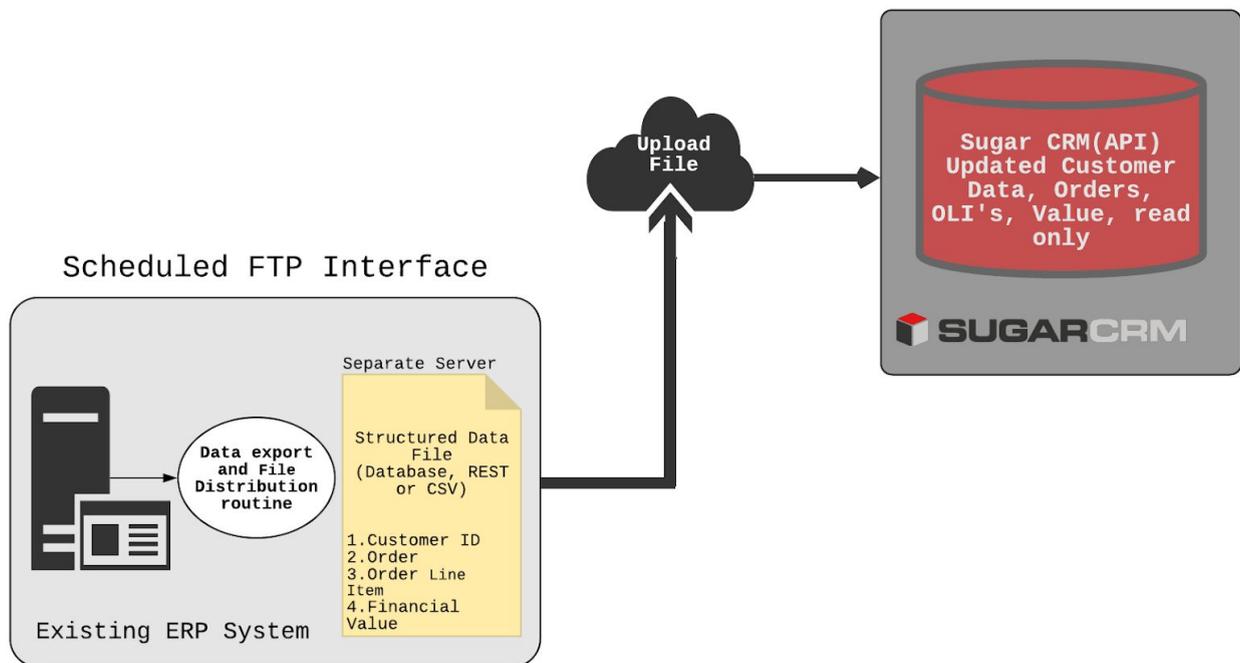


CloudTech CTSync Information Sheet

CloudTech CTSync



CTSync is a SugarCRM™ Loadable Module that imports and exports data between SugarCRM and external data sources. CTSync is an ETL (Extract, Transform, and Load) component that can communicate with a variety of external systems, including:

- Databases
 - MS SQL Server
 - MySQL
 - Oracle DB
 - PostgreSQL
- RESTful Services
- CSV import via FTP, SFTP, and WebDAV

CTSync's primary use case is for near-real time synchronisation between customers' databases and SugarCRM. CTSync allows non developers to easily configure SugarCRM

synchronization with external sources as opposed to building a custom integration for each back-end system. It is also designed for the SugarCRM environment and is less generic than other middleware platforms , making the configuration simpler and easier to achieve.

CTSync is fully configurable using the SugarCRM web GUI. Functions include:

Extraction

Data extraction can be filtered on multiple conditions so that only records that should be synchronized are extracted. CTSync tracks the last time a successful synchronisation occurred, and will only fetch records that have been modified since then.

Transformation

Mapping of source fields to target fields. Translation of email addresses to SugarCRM email relationship.

Load

Target records can be matched on multiple conditions, and can be created and/or updated (upsert). If more complex matching is required, CTSync can be extended with customised code. CTSync can be configured to only write out values that are currently empty in the target system. I.e. if the target already has a value it will not overwrite it. CTSync can also link the target record with other SugarCRM modules or DB tables, using the same powerful matching rules for finding target records.

Efficiency

CTSync can map multiple outputs to one input, so the data is only extracted once.

Scheduling

CTSync has flexible scheduling using the SugarCRM scheduler. Synchronisations can be scheduled to import updates every minute, or to perform a complete synchronisation every night.

Duplicate Detection

With its flexible matching rules, CTSync can also be used to find duplicate records and mark them as de-duplication candidates.