





## Can Integrations Reduce the Need for the Dreaded Trial and Error? Introducing the New and Improved simPRO RESTful API

### Introduction

Deciding on the right job management software for you and your team can be notably difficult, especially considering your business is operating in a time when there is a variety of software available for a number of different issues. Finding a single solution can seem like an impossible venture in a technical world that is rich with answers.

It is, of course, important to promote patience with this kind of initiative. Searching for the right software to virtually manage an entire company is no easy and simple task. But what if there was a way to reduce the the trial and error?

This is where you could argue that integration can prove to be valuable. By allowing for the integration of one software into another using APIs, you might be able to find the best solution for your business quicker.

While it's necessary to note that not everything can be integrated into a software system, APIs are a great way to better mould your selected job management software to suit your business, instead of picking one solution and hoping for the best.

### APIs? Integration? What does this have to do with my business?

An API, or Application Programming Interface, is a mechanism that allows one system to talk to another, exchanging data.

The best way to understand is by thinking of an API like this: when you fill out a form to search for flights on a common travel agency website, you are asking questions of a few different airlines. You want to know what flights are available to a particular city within a certain timeframe. When you click to search for answer, an API is what links your questions with the websites of various airlines, and pings the responses back to you. The API is the in-between in this instance, it is the bridge between data that allows for it's exchange. It queries the airlines system for the flights at the requested times that you have requested, and then comes back to present the airline's answer to you.

An API is a great way of bringing information from one system into another - for example, simPRO uses an API to display weather data for a business' corresponding area in the program.

It's important to note here though that using an API to bring information into any system is nowhere near as easy as you might be inclined to think. This utility is something that is employed by a developers to develop

integrations and communication tools. To even comprehend how to use it, you need a notable knowledge of coding languages, and other internet technologies.

## **Alright, I'm on solid ground with API...but why are integrations useful for my business?**

Integrations are a truly fantastic thing. The role that they are most well-known to play is in businesses that use a variety of different softwares - integration describes the process of, well, integrating one software with the other.

As an example, let's say you've just decided to bring simPRO on as a job management software for your business, however you also use a different software for your accounting.

Instead of adding admin time and increasing the risk of human error in data entry by having staff alternate between the two when invoicing: your company's developers, or a contracted developer, can use API's to bridge the information gap between the two different programs by creating an integration of this software into simPRO.

Your administrative staff can complete invoicing and other accounting workflows thanks to an integration that pushes accounting information and data across from simPRO seamlessly into your accounting package.

This is why some consider APIs to be the unsung heroes of the internet, as they can be used to build a bridge between a variety of different sources, and facilitate the transmission of information from one piece of software to another.

## **So, how can integrations reduce trial and error?**

'Trial and error' in this instance is describing the process that owners and operators will undergo to attempt to find the most optimal job management software for managing their business. It describes the backwards and forwards between different systems, the extensive time and money put into subscribing to a system, employing the trainers to teach staff, the billable hours lost while training your staff in software use. The process sounds like a tough and unavoidable one when it comes to picking the right job management software.

Obviously the challenge is well worth it because when you do find the right solution for a business, the benefits are seemingly endless and unmeasurable.

Integrations are a way of easing this pain that is so common to the process of selecting a job management software for your business because it makes the software customisable to you, not the other way around.

Do yourself a favour and look up SyncEzy, right now.

This website is a great example of the use and power of APIs, and the integrations that they can facilitate. This website is for a developer that creates integrations with simPRO. As you can see there's a wide, wide variety of integrations for this solution - Salesforce, Mailchimp, Infusionsoft, Encircle, even custom ones.

Integrations are a way of moulding your selected job management software to better fit you and the way you do business. Through the use of API's, integrations can bring information from other software into your single job management solution. This ultimately makes any staff member with access to the software a walking, talking hub of information, data and processes surrounding your business

## simPRO's exciting new API update

In lieu of the growing appreciation for, and use of, APIs: simPRO has released an updated version of its API.

The simPRO RESTful API is here to make integrations easier and faster for developers to, well, develop.

At the start of this project to bring about a bigger, better and all-round more useful API, simPRO's Development team spent some time investigating and using other software APIs, to see what they thought worked and what didn't. They also listened to the feedback they had received about the existing simPRO API from developers, what the pain points were and what they could improve. simPRO drew inspiration from a range of companies like Xero, MYOB and Atlassian to name a few. A wish-list of features was compiled along with a plan to implement them.

Of those on the wish-list, here's what made the cut, and what makes up the all new simPRO API:

- RESTful API - the modern standard for new APIs
- OpenAPI standards met
- OAuth 2.0 authentication
- Full support for
  - Searching for items using patterns and operators
  - Result pagination
  - Bulk insert and update
  - Customise columns returned in results
  - Get only items modified since a certain date/time

If this doesn't make much sense to you, that's okay, but we'd encourage you to show your developer friends as this is exciting functionality.

Some of the other new features of the simPRO RESTful API that you might be interested in knowing more about include:

## **Improved documentation!**

We've updated the documentation so that the information is rich with examples and in-depth descriptions. This makes it easier to gain insights from the content, and optimises integration development.

## **The addition of coding examples to the Developer Centre.**

Not only have we boosted accessibility on the site, and improved documentation, but we've also added coding examples.

These examples are a way to significantly fast-track the integration process as they provide code for developers to take right from the site and use in their integration generation - further optimising the workflows surrounding integration generation and making simPRO more approachable from a programming perspective.

## **A Developer Forum**

We've added the simPRO Developer Forum to the Developer Centre - previously developers would need to contact simPRO's support line and speak with a number of different staff members in their attempt to speak with a simPRO developer.

Now, they are quite literally, at the fingertips of your developers or third-party software providers using this forum. Customers can post questions, queries or concerns and correspond directly with simPRO developers, ensuring their issues are addressed as soon as possible.

For any business owners, technicians or third-party developers that are just as excited as us about the new API, make sure to check out the simPRO website for blogs, videos and much more.

You can also find out more about the simPRO RESTful API by checking it out for yourself at [developer.simprogroup.com/](http://developer.simprogroup.com/)