

Azteca Cityworks and Cogsdale CSM Integration

SERVICE ORDER MANAGEMENT

Let your Cogsdale CSM system work interactively with Azteca Cityworks.

SIMPLICITY

Utilizing Microsoft SQL Server views and stored procedures keeps the integration simple and easy to maintain during upgrades.

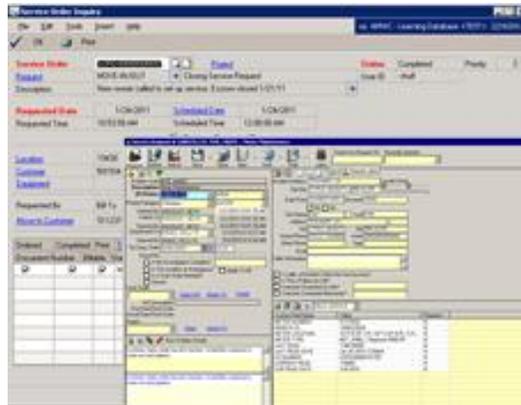
FLEXIBLE

You can schedule the update of data from CSM to Cityworks and the return of completed data from Cityworks to CSM to occur as often as every minute.

TURNKEY SOLUTIONS

Sophos Solutions has other turnkey integrations available for Cityworks, Cogsdale and Great Plains.

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This integration product handles the movement of new service order data from Cogsdale's CSM to Azteca's Cityworks asset management system. Once the service request is completed in Cityworks, the completion information is sent back to CSM for further processing. You are able to control the service order tasks that get moved to Cityworks by utilizing predefined tasks and employee assignments. By entering the equipment id on the service order, the interface will move meter/register number, transponder/mxu number, equipment class, meter location, last meter read and last meter read date into the Cityworks service request. As field personnel complete each service request their comments and notes are transferred back to CSM when the service order is closed. This allows field obtained comments, meter and meter reading data to be transferred back to CSM for CSR action. The interface supports scheduled date as well as specific submit to or dispatch to options for employee assignment. There is coordination that must take place in various setup options between CSM and Cityworks for the interface to function properly.

- Enter your service order data once. No more entering data into two systems. Decrease the time to move service order data to field personnel.
- Auto-complete service orders in CSM from Cityworks. Completion notes from Cityworks flow back to CSM when closed.
- Provide meter/register, transponder, manufacturer, size, location and previous reading information to Cityworks Service Request. Transfer field obtained readings back to CSM.

The interface runs as a SQL Server agent job so it can be scheduled as frequently as every minute. This also enables logging of results of the interface and email notification so any errors or issues can be quickly identified and resolved. The interface only supports the movement of service requests created in CSM. Service requests created in Cityworks will not be transferred to CSM.

System Requirements

- SQL Server 2005 or 2008, SQL Management Studio
- Azteca Cityworks Desktop/Anywhere, Standalone version 4.x or 2010
- Cogsdale CSM version 9.x or 10.x
- Cityworks and CSM databases reside in same LAN or subnet.