

Horizon Integrator Controlled Integrations

What are Controlled Integrations?

Controlled integrations are typically integrations that have a limited or no support with the application developer and therefore future releases or updates might not be available.

The integration add-in is not available by default within the Horizon Integrator client and must be enabled by a Horizon Integrator Developer at the time of installation.

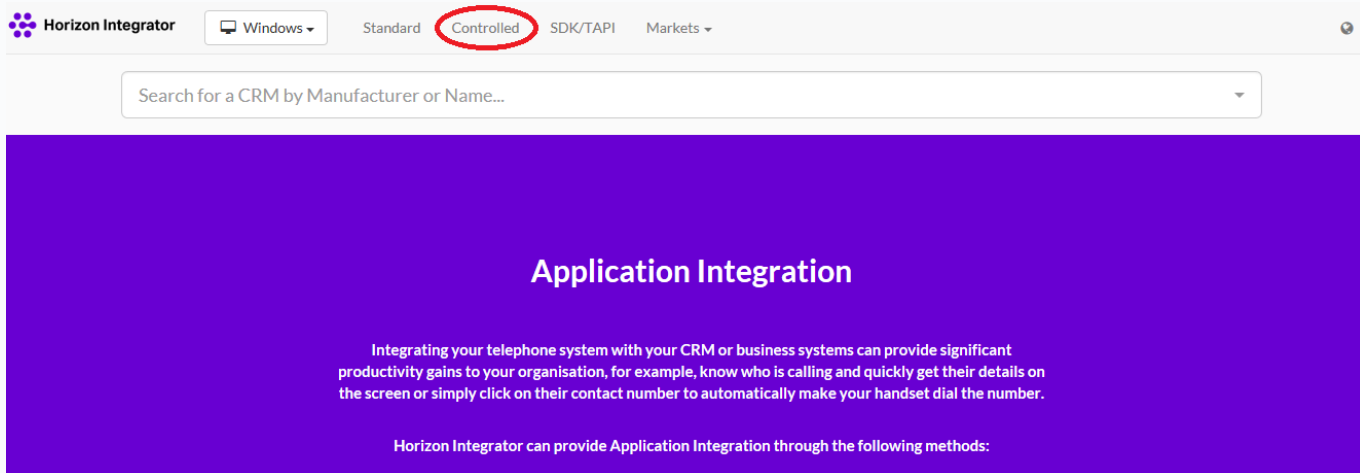
Ahead of providing access to a Controlled Integration a partner will be requested to raise a Purchase Order and provide a Prep Pack directly to Mondago, who will make the final decision on whether to progress.

Controlled integrations are provided on a company by company basis and each instance carries fixed installation fee. The standard fee for setting up a Controlled integration is £250.00. Please note additional charges may apply if further development work is required.

How do I get access to a Controlled integration?

A list of all our Controlled integrations can be found via our Horizon Integrator Site <http://integrations.integrator.unlimitedhorizon.co.uk/windows>

Simply click on the “Controlled” Tab and enter the CRM in the Search bar you are looking to integrate with.



At this point, please raise a Controlled Integration Installation Request Purchase Order to the value of the amount detailed on Page 5 of this document to orders@mondago.com. Mondago will then issue an Onboarding Form to allow them to set up the customer on their Business System

Once Mondago have received the order, this will generate a Prep pack which you will need to complete. This pack will request information such as CRM name, customer name, number of installs, confirm the O/S etc.

Mondago will advise you of any prerequisites for example if 'an ODBC connection will need to be created', or the 'CTI module with need to be enabled'. Once agreed, installation dates will be arranged with you.

Please note you will need to order the required number of Horizon CRM Integrator licences on the Gamma Portal and ensure these are assigned to each User on the Horizon Portal

Mondago will carry out the installation with you, usually remotely on 1 to 2 PCs. Mondago will then provide you with an installation guide to carry on with the rest of the clients. Please note, controlled integrations can only be made visible by using a unique unlock code generated for the specific request. The unlock code also expires and cannot be re-used

If the existing integration is not compatible with your customer's version then a quote will be provided to cover the cost of the development.

Once completed, Mondago will close the Prep pack ticket and sign off the installation as complete.

How long does the process take?

Normally, once an order reaches Mondago, it takes 1-2 days to send the Prep Pack out.

Once the pack has been completed and returned, an engineer can typically be available to do the installation two weeks after the Prep Pack has been signed off.

What if I have a problem with a Controlled integration?

Service issues can be reported by following our standard process by logging a ticket with our Gamma Faults Department, at horizonfaults@gamma.co.uk. Please make the Service Agent aware that this is a controlled CRM integration.

Due to the nature of these types of integrations, the Gamma Service Desk will be unable to answer any questions or provide support.

We will however raise a ticket with Mondago to investigate the issue.

It is imperative to note, that due to the very nature of Controlled integrations, Mondago will attempt to fix problems on a reasonable effort basis but there are no guarantees. If the fix requires extensive development changes (this would be because the CRM app has changed). Mondago retains the right to make further charges should this be the case.

Feedback

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