



## Frequently Asked Questions

# WHO WE ARE

## About ChainSys

A Data Management innovator since 1998, best known for its Smart Data Platform for data management, ChainSys is a leader in the data migration, integration, data maintenance, MDM, data quality, data cataloging, machine learning, AI, analytics, visualizations, audits, compliance and RPA based autonomous testing & low-code web/mobile application building areas.

ChainSys has successfully deployed its Smart Data Platform in several Fortune 500 companies worldwide, and continues to grow and innovate rapidly. Headquartered in Lansing, MI, and spread across 5 continents, ChainSys prides itself on its Product, Process & People which constantly push the envelope on innovation & creativity.



Compiled by

**Krishnan Ganesan**

**Product Owner & Head of Sales**

Krishnan is a passionate leader and has creatively solutioned multiple 'Smart Data' projects for Organizations around the globe. Nearing a decade in ChainSys, Krishnan is the head of sales for the west coast, a certified PMP & SAFe practitioner, and a respected subject matter expert in the ERP space.

# About the Smart Data Platform

Managing data doesn't have to be hard. ChainSys' Smart Data Platform streamlines data migration, setup migration, integration, data quality, archival, master data management, RObotic process automation & application building - with a low-code approach.

The Smart Data Platform's differentiator lies in its 2000+ preconfigured adapters. The adapters provide an 80% baseline for all data management activities, and help save more than 50% in time & cost.

## Products in the Smart Data Platform



dataZap is used for data, setup & master data migrations, mass data loads, reconciliations, integrations, big data ingestion & test data preparation.



dataZen aids in master data management, governance and on-going data quality needs.



dataZense is used for data visualization, reporting, analytics & cataloguing.

## Data Assessment Questionnaire

Interested in leveraging the smart data platform?

Ask for our data assessment questionnaire.

Use it as a checklist to gauge where you stand in terms of data proficiency.

Come to us to help you get to your best.

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# Frequently Asked Questions



## Data Extraction

### **Q Can dataZap extract from multiple applications (100 or more)?**

Yes. dataZap's architecture employs the distributed computing model for its functioning. This means that dataZap's architecture is highly scalable and flexible. An Organization can manage connections to 100+ instances easily.

### **Q Can dataZap support high volume extracts?**

Yes. dataZap's architecture employs the distributed computing model for its functioning. This means that dataZap's architecture is highly scalable and flexible. An Organization can manage connections to 100+ instances easily.

### **Q Can dataZap handle extraction of data from custom tables/fields/screens?**

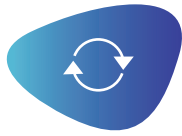
Yes. dataZap templates can manage these custom entities.

### **Q How are the data dependencies (relational integrity) and sequencing while extracting or loading data managed?**

The dependency and sequencing of data extracts is a standard feature within Datazap's templates. The sequencing of loads can occur both in sequential order and parallel mode.

### **Q What is the approach for full and incremental data extraction/load from a particular data source?**

dataZap offers Full and incremental data extractions as a standard feature. For Full extract, the extract adapters extract the complete data and processes into target application. In the case of Incremental extraction, based on 'last update date' or 'creation date' or any other date fields specified, the extract adapters will extract the incremental data between the last run process date/time and current process date/time.



# Data Loading/Mass Data Loading

**Q Is data loading performed by the templates?**

Yes. Data extraction, loading, transformation, validation & reconciliations are performed by Datazap templates.

**Q Does the product have the ability to load data/configurations from a predefined Excel template**

Yes. The feature to load data/configurations from a predefined Excel template is one of the key capabilities. We offer a pre-defined Excel template that can be used to directly load data & configurations into the target system.

**Q How are the data dependencies (relational integrity) and sequencing while loading data managed?**

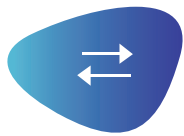
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# Data Migration

## **Q Does dataZap support migration of setups/configurations**

Yes. dataZap has 600+ pre-defined templates that support setup migration.

## **Q Does dataZap support historical data migration.**

Yes. Historical data migration, archival and purging are supported.

## **Q Does dataZap migrate personalizations, customizations & extensions?**

Yes. datazap can migrate personalizations, customizations & extensions seamlessly

## **Q Does the platform come with pre-seeded projects? (eg. a project for GL module)**

Yes. datazap's templates come pre-seeded with migration, mappings, validations & transformations for most widely used ERP modules.

## **Q How does product monitor source applications and use change data capture to identify and move only incremental data after go-live?**

The Datazap product offers Change data capture using Oracle's Database Streams concept. Using this feature, the source application tables redo-log files can be monitored at a scheduled time frequency and the changes can be moved into the Change data capture tables. From the Change data capture tables, the data can be extracted, transformed and loaded into the Target application.

## **Q Can Datazap migrate custom table data?**

Yes. The datazap templates can be customized easily to migrate custom table data.

## **Q How does the product leverage data interfacing capabilities e.g. APIs, BAPIs, Web services, etc.?**

Yes. The dataZap templates can be customized easily to migrate custom table data.

## **Q Is the migration process repeatable for multiple clients/iterations?**

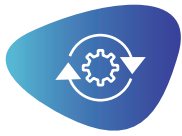
Yes. It is one of the crucial value-adds of dataZap. The templates ensure that the learnings gained from one migration project is transferred onto the next.

## **Q What is the best practice process that ChainSys provides for migrations?**

The best practice flow is as follows: Extract -> Data Input (source datamart) -> Data Marting (target datamart) -> Transformation -> Pre-Validation -> Pre-Load Reconciliation -> DQM -> Loading -> Post Load Reconciliation -> Post Processing.

**Q Are transformations, validations, mappings & recon performed by the templates?**

Yes. All these activities are performed by dataZap templates.



## Data Transformation

**Q Is the migration process repeatable for multiple clients/iterations?**

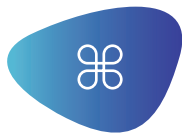
Yes. It is one of the crucial value-adds of dataZap. The templates ensure that the learnings gained from one migration project is transferred onto the next.

**Q What is data transformation in the context of a mass data load/data migration/integration?**

Data transformation is the massaging of source data to be compatible with the target system. This can include operations like changing the number of characters, changing the characteristics of a particular field, and so on.

**Q What is an example of a 'Transformation' that Datazap performs out-of-the-box**

A great example of a crucial transformation would be the Customer/Vendor transformation which are in two separate levels in ECC, but have to be assigned as 'business partners' in S/4HANA. ChainSys templates have the functional and technical logic to perform this transformation & mapping for more than 2000 objects across ERPs.



## Data Reconciliation

**Q Are transformations, validations, mappings & recon performed by the templates?**

Yes. All these activities are performed by Datazap templates.

**Q Does dataZap enable comparison between multiple instances?**

Yes. Datazap enables comparison between multiple systems at any given time. To go along with this, a reporting capability is also provided. Comparison can be done for data as well as for setups

**Q How can users view data reconciliation results?**

Datazap has a pre-built dashboard that gives detailed and summarized views of pre-load and post-load reconciliation results. Reconciliation results can be viewed for multiple applications at a time



**Q What are Pre-load and Post-load reconciliations?**

These are two very crucial features that enable comparison of source & target data for accuracy. Pre-load reconciliation – Comparing the source data to the extracted raw data (data mart). Post-Load reconciliation – Comparing the transformed data (data mart) to the target data. These features are used to make sure that no data is lost during the migration, and for purposes of auditing the financial information. dataZap has reconciled with an accuracy of 99.999%.



## Data Mapping

**Q Are transformations, validations, mappings & recon performed by the templates?**

Yes. All these activities are performed by Datazap templates.

**Q Does the template have pre-defined mappings between source and target?**

Yes. The templates have both physical and logical mappings. Physical mapping – Field to Field mapping between source and target. Logical mapping – Dataset & structural mapping (example if source has only 1 data set for customer, but target needs 7 datasets, this mapping is also done within dataZap). Over 200 endpoints are supported



## Data Quality & Prevalidation

**Q How does the product manage data exceptions and track its conversion?**

Datazap handles various layers of exceptions including pre-validation and application errors. The error messages are recorded in the data mart and are provided for immediate review for the users to quickly understand and correct the errors. The exceptions can also be sent to other users to and re-process the data

**Q Can datazap identify errors before loading?**

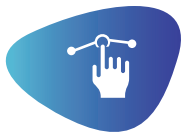
Yes. Datazap's 'pre-validation' capability does exactly this. The 'pre-validation' rules are provided out-of-the-box with the templates. Users can then easily view & take action on errors.

**Q How is error correction done on dataZap?**

Error handling can be efficiently performed in Datazap. First, the user gets a consolidated error report of all the errors that have occurred. Errors are bucketed into various groups (and contains a detailed message) so the user is able to easily identify the cause. E-mail notifications can also be enabled to alert users of errors. Error correction can be done easily within the front-end screen, or exported into a separate sheet and uploaded. Due to the 'consolidated error reporting' mechanism, if the same error is repeated 100,000 times, a user has to correct it only ONCE. This helps save time. This process can be repeated multiple times until the data set is thoroughly cleansed.

**Q What do you mean by Data Cleansing with regards to setup migration?**

Setups are extracted and stored in Datazap's 'GOLD' instance, which acts like a repository for setups. Setups can be extracted from the 'GOLD' instance, and can be cleansed before the load occurs. For example, Setups for the North America instance can be extracted, and with transformation, can function as a different instance, say – Belgium.



## Usability/Ease of Use & Governance/Auditing

**Q How was dataZap designed?**

Datazap's design was based on a human-centric approach, with the end user in mind: giving precedence to HOW you want to use it, rather than dictating a user on how it should be used.

**Q Will dataZap support multiple users to have access and use the product?**

Yes. dataZap can enable multiple users to work at the same time, performing discrete functions.

**Q Are there roles in place to make sure that dataflows/migration flows are editable only by specific users?**

Yes. An organization can assign users and responsibilities so only those with specific privileges can Create, Read, Update or Delete information within Datazap.

**Q Are approvals available for executing data flows/migration flows?**

Yes. You can have an approval process in place so that migration flows are on hold until a formal approval is given. E-mail notifications can be setup so that a user is able to immediately see if he or she is required to give approval for execution. This is handled by a 'Pending for Approval' flag in Datazap.

**Q Can dataZap track changes made by a particular user?**

Yes. dataZap is capable of tracking changes made by any user .

**Q Does product provide version control capability?**

Yes. dataZap supports versioning of its objects such as Load Adapter, Extract Adapter and Migration Projects. The check-in, check-out and maintenance of all the objects can be done directly from the Datazap front end screens.



**Q Does the product provide detailed Audit report about who made changes to what, when etc ?**

Yes. Each change made in dataZap is tracked and available for audit.

**Q How easy is the product to use for end-users that will be using it regularly?**

Datazap has been designed with the end-user in mind and features human-based design concepts. The user's knowledge and a simple 1-2 week training program will ensure ease of use.

**Q Do I need any datazap experts in my team to be able to use the product?**

No. The product is completely self-service. A short training should enable users to handle datazap on their own. Chainsys resources are optional.

**Q Is effective management of the product available through an admin console?**

Yes, the administration module provides all necessary screens on the front-end GUI to manage the product. This includes User Access control, Instance management, Web services management, Role management and versioning system management. Further, administrative console windows allow viewing and diagnosis of the log and execution files.



## Data Security

**Q Does datazap support single sign on?**

Yes. datazap supports single sign on and is compatible with tools such as Active directory, OKTA, among others.

**Q Is Role based access control available in dataZap?**

Yes. Organizations are free to create any number of roles and responsibilities within dataZap. They have the freedom to assign or restrict access for each role in datazap

**Q Are there any data security features in place for data at rest/in motion?**

Yes. Data masking, data encryption is provided to ensure security. Your data is never stored or viewed by ChainSys.





## Other/ Key Benefits & Features

**Q When using dataZap templates, does one have to write additional code?**

No. dataZap templates contain the extraction logic, validations, transformations, mapping and loading information. This is given out-of-the-box. One does not have to write code. These provide about an 80% baseline. To alter these templates (remaining 20%), users can easily 'configure' these changes in the front-end, WITHOUT coding.

**Q How many templates does dataZap provide out-of-the-box**

Exactly 2310 templates are provided out-of-the-box. This includes templates for SAP ECC, SAP S/4HANA, SAP S/5, MS Navision, Oracle eBS, Oracle Cloud, Salesforce and a host of other ERPs & applications.

**Q What are some important features of dataZap?**

2000+ templates with Pre-validation, Transformation & Mappings; Pre-load & post-load Reconciliation; Audit Trail; Configuration (NO coding); Change Data Capture; Scalability & flexibility; Repeatable process.

**Q What functions do customers utilize dataZap for?**

Customers use Datazap for setup migration, data migration, data loading, data maintenance, data reconciliation, data archival, big data ingestion, test data preparation & cloud integrations. dataZap enables savings of up to 75% in time & cost for each area.

**Q Are there any language constraints? Can datazap handle non-english characters?**

There are no language constraints. Datazap can handle foreign characters as well. Most commonly requested language customizations include French, Spanish, Chinese, Portuguese & Japanese.





## Licensing & Cost

### **Q What are typical time and cost savings with dataZap?**

Due to the template-driven approach and the repeatable process, an Organization can typically achieve 25-30% time & cost savings in the VERY FIRST run. Progressively, dataZap's efficiency enables savings of upto 50%

### **Q How is pricing handled?**

In dataZap, you only pay for what you use. The 'pay as you use' model is flexible, and does not charge users for when datazap isn't used. The model takes into consideration data volume and number of templates to determine price.

### **Q What is the implementation cost - Product, Consulting, and Resources combined?**

A dataZap implementation cost is derived by factorization of data complexity, number of templates, delivery timeline and type of engagement.

### **Q Is there a managed service option available? If yes, what is the cost structure?**

Yes, the Technical or Functional Application Management service models are available during and after the completion of any engagement. Typically an on-site/offshore model would be utilized to minimize cost and maximize support coverage.

### **Q What are typical discounts available?**

We offer discounts for data volume and early adopters. In many cases, we also have industry-wise discounts for templates.

### **Q What is the steady-state cost - Product Annual Maintenance, Support Resources, and Maintenance Upgrades etc.?**

In most cases, steady-state cost would consist of the deployed hardware/software and desired resource support cost. Other considerations include AM (which provides future product and maintenance updates at no cost). The internal support resource factorization is based on the number of users, templates and data volume.







# Deploying & Implementing dataZap Certifications

**Q How does the product leverage data interfacing capabilities e.g. APIs, BAPIs, Web services, etc.?**

We support all of the above data interface services. Integration can also be performed on multiple middleware platforms.

**Q How easy is the product to use for end-users that will be using it regularly?**

Datazap has been designed with the end-user in mind and features human-based design concepts. The user's knowledge and a simple 1-2 week training program will ensure ease of use.

**Q Do I need any dataZap experts in my team to be able to use the product?**

No. The product is completely self-service. A short training should enable users to handle datazap on their own. Chainsys resources are optional.

**Q Which database does the dataZap 'datamart' use?**

The dataZap 'datamart' will preferably be on a Postgres or an Oracle database. Other options are also welcome

**Q What are the Oracle applications supported?**

Oracle eBS 10.x to 12.x, Oracle Cloud ERP (all versions & modules), Siebel, PeopleSoft, JDEdwards, and others

**Q What are the SAP applications supported?**

SAP RX, SAP ECCX, SAPS/4HANA, Hybris, SuccessFactors, Ariba and other SAP acquisitions are supported

**Q Does datazap require any installation? How soon after purchasing datazap can I start using it?**

Datazap is completely cloud based and requires no installation. Usage can be immediate.

**Q Is there a managed service option available? If yes, what is the cost structure?**

Yes, the Technical or Functional Application Management service models are available during and after the completion of any engagement. Typically an on-site/offshore model would be utilized to minimize cost and maximize support coverage.

**Q Is dataZap certified?**

Yes. dataZap is SAP Certified, Oracle Certified, SFDC Approved, IBM Ready and MSFT Ready

**Q How big is the datazap team at ChainSys?**

ChainSys currently has 300+ dataZap specialists working on the product



## Timeline & Performance

**Q How is performance optimized?**

Extracts and loads can be performed in parallel threads, which enhances performance. The product can easily scale up to accommodate additional capacity of processors and memory. This enables high performance migrations to be executed reliably.

**Q Is the migration process repeatable for multiple clients/iterations?**

Yes. It is one of the crucial value-adds of dataZap. The templates ensure that the learnings gained from one migration project is transferred onto the next.

**Q What are typical time and cost savings with dataZap?**

Due to the template-driven approach and the repeatable process, an Organization can typically achieve 25-30% time & cost savings in the VERY FIRST run. Progressively, dataZap's efficiency enables savings of upto 50%.





## Training, Adoption & Support

### **Q Is effective management of the product available through an admin console?**

Yes, the administration module provides all necessary screens on the front-end GUI to manage the product. This includes User Access control, Instance management, Web services management, Role management and versioning system management. Further, administrative console windows allow viewing and diagnosis of the log and execution files.

### **Q What skills do I need to use/support dataZap?**

A dataZap 'system administrator' should have a basic understanding of the data entities and modeling of objects in the applications involved. A typical administration task may consist of responding to a business user's query or reviewing the system logs to assist in troubleshooting. ChainSys recommends participation in the administration training program and completing the certification process.

### **Q What is the training requirement for teams that will be using dataZap?**

While every support team's scope may vary, Chain-Sys recommends that typical users have an understanding of the functional data model of the objects in their ownership. ChainSys offers comprehensive training for all user roles. Trainings typically range from 1-2 weeks.

### **Q What is the level of product support available?**

Multiple support models exist to meet your specific needs. A 24x7 team can be available to administer and manage the product throughout any project or escalated support staff service requests. Additional premium support including on-site coordinators and additional offshore managers are available to support any engagement project phase.

### **Q How often are product updates released?**

Product patches and updates are released every month and will include latest updates made by the ChainSys team and updates to the endpoint applications. Quarterly business reviews will be conducted with the customer tailored to meet their requirements.

### **Q Apart from product support, what other support will I get from the ChainSys team?**

A dedicated account manager will be assigned to ensure that communication is constant and clear. The account manager works closely with a dedicated product team that works on the account.



## Best Practices, Prerequisites & Challenge areas

**Q What is the best practice process that Chain-Sys provides for migrations/integrations/data loads?**

The best practice flow is as follows: Extract -> Data Input (source datamart) -> Data Marting (target datamart) -> Transformation -> Pre-Validation -> Pre-Load Reconciliation -> DQM -> Loading -> Post Load Reconciliation -> Post Processing.

**Q What are possible challenge areas that an organization needs to be aware of?**

The broad challenge areas that are usually discussed are around: Repeatable process, Data volume, Data Quality, managing historical data, reconciliations, mappings and transformations. The ChainSys support team is available on hand 24/7 for assistance.

**Q How was datazap designed?**

dataZap's design was based on a human-centric approach, with the end user in mind: giving precedence to HOW you want to use it, rather than dictating a user on how it should be used.

**Q Are there any data security features in place for data at rest/in motion?**

Yes. Data masking, data encryption is provided to ensure security. Your data is never stored or viewed by ChainSys.





## Case Studies & Customers

**Q Can you provide industry-specific references for dataZap?**

Yes. Industry specific references across a wide spectrum are available upon request.

**Q How many companies have implemented or currently use datazap?**

dataZap currently has completed over 500 deployments across the globe. Datazap has also been deployed by multiple Fortune 500 and Fortune 100 organizations.

**Q Which industries does datazap cater to?**

dataZap has been deployed across multiple verticals including discrete manufacturing, process manufacturing, Pharmaceuticals, Engineering & Construction, e-Commerce, Retail, Oil & gas, Food & Beverages, FMCG, Universities & Colleges, among others.

## Endpoints supported by the Smart Data Platform

Oracle Sales Cloud, Oracle Marketing Cloud, Oracle Engagement Cloud, Oracle CRM On Demand, SAP C/4HANA, SAP S/4HANA, SAP BW, SAP Concur, SAP SuccessFactors, Salesforce, Microsoft Dynamics 365, Workday, Infor Cloud, Procore, Planview Enterprise One

Cloud Applications

Oracle E-Business Suite, Oracle ERP Cloud, Oracle JD Edwards, Oracle PeopleSoft, SAP S/4HANA, SAP ECC, IBM Maximo, Workday, Microsoft Dynamics, Microsoft Dynamics GP, Microsoft Dynamics Nav, Microsoft Dynamics Ax, Smart ERP, Infor, BaaN, Mapics, BPICS

Enterprise Applications

Windchill PTC, Oracle Agile PLM, Oracle PLM Cloud, Teamcenter, SAP PLM, SAP Hybris, SAP C/4HANA, Enovia, Proficy, Honeywell OptiVision, Salesforce Sales, Salesforce Marketing, Salesforce CPQ, Salesforce Service, Oracle Engagement Cloud, Oracle Sales Cloud, Oracle CPQ Cloud, Oracle Service Cloud, Oracle Marketing Cloud, Microsoft Dynamics CRM

PLM, MES & CRM

Oracle HCM Cloud, SAP SuccessFactors, Workday, ICON, SAP APO and IBP, Oracle Taleo, Oracle Demantra, Oracle ASCP, Steelwedge

HCM & Supply Chain Planning

Oracle Primavera, Oracle Unifier, SAP PM, Procore, Ecosys, Oracle EAM Cloud, Oracle Maintenance Cloud, JD Edwards EAM, IBM Maximo

Project Management & EAM

OneDrive, Box, SharePoint, File Transfer Protocol (FTP), Oracle Webcenter, Amazon S3

Enterprise Storage Systems

HIVE, Apache Impala, Apache Hbase, Snowflake, mongoDB, Elasticsearch, SAP HANA, Hadoop, Teradata, Oracle Database, Redshift, BigQuery

Big Data

mangoDB, Solr, CouchDB, Elasticsearch

No SQL Databases

PostgreSQL, Oracle Database, SAP HANA, SYBASE, DB2, SQL Server, MySQL, memsql

Databases

IBM MQ, Active MQ

Message Broker

Java, .Net, Oracle PaaS, Force.com, IBM, ChainSys Platform

Development Platform



For Case studies, references, or a no obligation trial or proof of concept, visit us at [chainsys.com/dataZap](http://chainsys.com/dataZap)

For More Information, Visit:  
<http://www.chainsys.com/datazap>

Write to us:  
[smartdata@chainsys.com](mailto:smartdata@chainsys.com)

# One Platform for your

## End to End Data Management needs



Data Migration  
Data Reconciliation  
Data Integration



Data Quality Management  
Data Governance  
Analytical MDM



Data Analytics  
Data Catalog  
Data Security & Compliance

[www.chainsys.com](http://www.chainsys.com)