



All our consultants have delivered large, complex, and difficult projects. We are trusted advisors with the experience and track record to match. We are client focused and conscientious with deep integrity.

We setup transformation programmes to deliver successfully right from the start. We create the best solution for you, and we always deliver on our promises.

Similar projects can have different objectives. We find out what your success looks like, and we use our experience, pragmatism, and flexibility to tailor our approach and style to your specific needs.



Service Overview

Encordia serves as a reseller and partner for the Workato integration platform. Offering a seamless blend of cutting-edge technology and intuitive design, Workato streamlines workflow automation processes with remarkable efficiency. By leveraging Workato's extensive low code capabilities. Through our partnership, clients gain access to Workato's array of features, from robust connectors to dynamic recipe creation tools, ensuring every aspect of their integration needs is met with precision and ease.

One of Workato's key strengths lies in its ability to effortlessly connect disparate systems and applications, facilitating seamless data flow across the enterprise. Furthermore, Workato's user-friendly interface empowers non-technical users to design and deploy complex workflows, reducing dependency on IT resources and accelerating time-to-market for innovative solutions. From automating routine tasks to orchestrating intricate business processes, Workato offers a versatile toolkit that can be tailored to suit the unique requirements of any organisation, making it an indispensable asset in today's dynamic business landscape.

Workato

Workato automates business workflows across cloud and on-premises apps. For example, automating quote-to-cash business processes, transferring data between apps such as Salesforce, Netsuite, Office365 and others. Workato combines an enterprise-grade workflow automation platform with the ease of use of consumer apps, enabling business and IT users to quickly build workflow automations.

Service Categories

Analytics and Business Intelligence:

- Business intelligence

Collaborative working:

- File sending and file sharing
- Workflow

Customer Relationship Management:

- Forms and Surveys

Information and Communications Technology (ICT):

- API connectors and interface engines
- File sending and file sharing
- Forms and surveys
- License management
- Machine learning and artificial intelligence
- Other information and communications technology services (ICT)

Marketing:

- Campaign management
- Forms and surveys
- Marketing automation

Operations Management:

- Complex event processing
- Workflow

Software Development tools:

- Build tools
- Development tools
- Form building
- Integrated development environment (IDE)

Features

- Data Integration: Connect and synchronise data across multiple applications effortlessly.
- Automate tasks with intelligent Workbot assistants on Slack/MS Teams.
- APIM: Streamline API creation, deployment, and management for seamless integration.
- Automate, optimise business processes through intuitive workflow design and implementation.
- Monitor and analyse data in real time for proactive management..
- Pre-built Connectors: Easily integrate with over 1500 popular business applications.
- Event-Driven Automation: Trigger actions based on specific events or conditions.
- Transform data formats to align with application requirements efficiently.
- Custom Connectors: Create tailored integrations for unique business requirements.
- Integration: Connect apps and automate workflows seamlessly for efficient operations.

Benefits

- Increased Efficiency: Automate tasks, saving time and reducing manual effort.
- Optimise workflows for enhanced team productivity and task prioritisation.
- Scalability: Seamlessly handle growing data volumes and increasing workflow complexity.
- Improved Accuracy: Reduce errors with automated data synchronisation and validation.
- Cost Savings: Eliminate manual labour costs associated with repetitive tasks.
- Flexibility: Adapt workflows easily to changing business needs and requirements.
- Real-time Integration: Ensure data consistency across applications with synchronised updates.
- Faster Time-to-Market: Expedite project delivery by automating key processes.
- Better Decision Making: Access real-time insights for informed business decisions.
- Ensure regulatory compliance and data governance through automated controls.

User Support

Workato has support agents in California, New York, Philippines, Singapore, and Barcelona. We provide 3 support plans to accommodate a wide range of customer needs and objectives: Standard, Premium, and Enterprise. Standard support is included with your subscription. Premium and Enterprise plans are available for an additional cost. In addition to the standard support resources and 24 x 7 live chat included with every Workspace, we offer two upgraded Support Plans to accommodate a wider range of customer needs and objectives.

How users work with your platform

Service interface:

A Workato workspace is your home base for building automations. This is where a dedicated team can collaborate, build recipes, and deploy recipes for a department, level of business, or organisation unit.

API:

Workato provides a full-cycle, low code / no code API management platform. Turn Callable Recipes into endpoints and organize the endpoints into API collections, making it easier for users to find and consume the endpoints through other Recipes or third-party apps, without requiring access to your Workato account. Additionally, API publishers can control who has access to the endpoints, as well as monitor and set limits on usage.

For more information: <https://docs.workato.com/api-management.html#api-platform> Workato's developer API provides access to various Workato resources, through which you can manage recipes, connections, and jobs. This allows you to automate all aspects of your Workato workspace - from deploying recipe manifests from development to production or deploying new on-prem agents within your network landscape.

Customisation:

Users can create desired automations and integrations with standard recipes. Additionally, they can expand functionality with custom scripting in Ruby, Javascript, or Python. Workato also facilitates Connector SDK, enabling users to construct custom connectors for diverse applications and incorporate them into their automations.

Analytics

Workato includes out of the box visual operational dashboards. These dashboards provide customers both key 'time series' i.e. historical, as well as 'rolled up' i.e. real time summary insight info along with free text search that can even search customer payload. The dashboard address all functional areas of the product i.e. Integrations, workflow automations, API management, etc.

Scaling

Workato has built in autoscaling of worker containers in its multi-tenant cloud native runtime environment, ensuring that there are always enough work containers to process all jobs across all customers on the platform. The only scaling that a customer needs to concern themselves with is scaling of on-premise agents. On-premise agents can be scaled vertically by adding additional processing resources to their hosts and horizontally by adding additional agents to on-premise agent groups, <https://docs.workato.com/on-prem/groups.html>. On-premise agent groups allow for high availability and horizontal scalability with automatic load balancing by Workato across agents in a group.

Data-in-transit Protection

Protection Between Networks

The Workato website is only accessible over HTTPS. Traffic over HTTPS is encrypted and is protected from interception by unauthorized third parties. Workato follows current best practices for security, including the use of industry standard TLS 1.2 and 1.3 encryption algorithms with a key length of at least 128 bits. Workato

also uses secure protocols for communication with third-party systems: usually HTTPS, but other protocols such as SFTP and FTPS are also supported. For on-premise systems, access requires the installation of an on-premises agent behind the firewall, which communicates outbound to Workato over an encrypted link, using TLS 1.2.

Protection Within Network

All information on Workato is encrypted at rest and in transit and is encrypted at rest using an encryption (AES-256). Workato has key management for securing customer data: Transaction data is double encrypted. All data is encrypted with a global key managed by our cloud providers (rotated at least yearly). Workato encrypts data with secondary, tenant-specific keys whose lifetimes are tied to the configured retention period for the data. A new key is generated hourly and encrypts all data for customers within that period. The key is then deleted, erasing the data by making it unreadable and data storage is reclaimed.

Availability and Resilience

Guaranteed Availability

99.95% availability SLA with very rare downtimes, Workato publishes updates without involving user downtime, in rare events there is a downtime we will publishing information about to our users. Status page for our datacenters <https://status.workato.com/>

Approach to Resilience

Workato is designed to offer high availability and resilience to service disruption. Technical measures used to ensure high availability include: running Workato services in redundant clusters, utilising multiple redundant cloud Availability Zones, and continuous replication of the application database to a standby system. Current system status and recent uptime statistics are continuously available at status.workato.com.

Outage Reporting

Public dashboard can be found at status.workato.com. Email notification to impacted customers.

Governance

Workato is SOC 2 Type II and GDPR compliant. Workato is a HIPAA-compliant Business Associate and able to sign a BAA as part of a partnership with material HIPAA exposure. Workato itself complies with PCI for its payment processing, using a 3rd-party compliant vendor.

The CISO is responsible for overall security policy. A dedicated Privacy Team is responsible for privacy policies, compliance, and fielding inquiries/requests. A Security Team including the CISO, management, and engineering staff directs and ensures implementation of appropriate technical security measures, coordinates security testing, and evaluates, triages and plans response to vulnerabilities and other issues. A DevOps team configures and manages website security measures, in consultation with the Security Team. Workato's legal team evaluates legal and regulatory requirements and ensures policies and contracts are in compliance. We have security staff with certifications including CISSP, CSSLP, HiTrust CSF, CISM and CEH.

Operational Security

We maintain a documented SDLC policy addressing security concerns, aligning with industry standards such as NIST and OWASP. Source code is managed on Github, with commits undergoing peer review and unit testing. Changes require approval before moving to staging, where they undergo live environment testing similar to production. Following final approval by senior engineering staff, changes deploy to production. We integrate static code analysis (SAST) and scanning for vulnerable dependencies (SCA) into the development lifecycle. Annual technical security training covers OWASP Top 10 vulnerabilities for all development staff. Additionally, Workato holds SOC 2 Type 2 compliance, reflecting rigorous development practices.

A level of network level vulnerability management is provided by AWS. We track and monitor for any vulnerabilities across our network components. Patches and updates are applied on a daily basis after validation. Any vulnerabilities found as part of testing are tracked and resolved.

Protective Monitoring Approach

Below is an overview of the tools we are using:

- HIDS/HIPS tools at machine level - it monitors open ports, detects unusual traffic and blocks malicious agents; also produces real-time alerts.
- AWS GuardDuty at cloud & networking level - it detects unusual traffic patterns for internal and outgoing traffic and sends real-time alerts.
- WAF for incoming traffic to detect and block traffic from well-known malicious ip-databases, SQL injections, port/vulnerability scans, real-time notifications are sent in case of detection. Workato employs automated tools for continuous system monitoring including file integrity checks, vulnerability checks, anti-malware, and intrusion detection.

Incident management approach

Workato has an incident management plan. In the event of an incident, all affected tenants would be notified with all pertinent details in terms of the type of incident, the information that may have been compromised and appropriate remediation actions. Workato would actively work with tenants to help with needed information as well as remediation. Workato has put in place a Security Incident Response Plan, which details roles, responsibilities, and procedures in case of an actual or suspected security incident.

Encordia



www.encordiaconsulting.com