Hitachi Solutions Ecommerce allows customers to automate their business processes so that true self-service is made possible over the Internet. Increased competition requires businesses to ensure that order processing and customer-servicing costs per customer is lower as the business volume grows.

Hitachi Solutions Ecommerce takes a unique approach to integration. Thanks to a multi-tier architecture, the interfaces that Hitachi Solutions Ecommerce use for human interaction are also offered to the Microsoft Dynamics 365 for Operations adapter. This allows the integration to mimic user actions at each level.
Integrations are delivered as a Microsoft Dynamics deployable package using Microsoft Dynamics Lifestyle Services. Powerful batch framework with Dynamics 365 for Operations is utilized for scheduling the integrations. All integration entities use Hitachi Solutions WCF Service calls to communicate between the two servers, ensuring the data is securely exchanged.

The integration log allows you to look at adapter responses for specific customer, order, address or other entities. This makes it easier for system administrators to troubleshoot any transaction that might get stuck. Error log reports can be generated into familiar formats like MS Word, Excel and Adobe PDF. Email alerts can also be sent out for failures to ensure quick resolution for errors.

Integrations are executed as batch processes to avoid making unnecessary calls to Dynamics 365 for Operations. The batch execution also ensures that there is very little uptime dependency on Dynamics 365 for Operations for the Ecommerce system to be up and running. If Dynamics 365 for Operations is offline there is no damage to data integrity. Flexibility is provided to control the frequency of integrations for each entity based on business requirements, e.g. Invoice integration to run based on Invoice posting times in Dynamics 365 for Operations.

Integrations are regularly updated to support the latest Dynamics 365 for Operations service packs and cumulative updates.

**Integration Entities**

**Ecommerce to Dynamics 365 for Operations:**
- Customer
- Address (Billing and Shipping)
- Sales Orders (with Pre-Payments)
- Return Orders
- Payments (as Payment Journals)

**Dynamics 365 for Operations to Ecommerce:**
- Customer
- Address
- Sales Order
- Invoice & Credit Notes
- Customer AR Balance
- Product Catalog
- Inventory Price (Standard Pricing and Trade Agreements)
- Inventory Quantity (Per Warehouse)