

Keys to Successful Third-Party *Integrations*

HR Acuity supports third-party integrations to streamline and standardize how employee relations data is captured and entered in the platform. These integrations are especially valuable for intake workflows, where data from external systems — such as your anonymous reporting tool or ticketing systems — is automatically transferred into HR Acuity’s queues for centralized case documentation and reporting.

To support this, HR Acuity offers two secure data flow methods for data coming into your platform:

- **SFTP file transfers** in CSV format, protected with **PGP encryption** to ensure data confidentiality and integrity.
- **A unidirectional API**, where data flows **into HR Acuity** but not back out.*

Understanding these options is critical for planning and execution, as they influence how data is sourced, mapped and maintained.

Integration Options and Considerations to Determine What’s Best for Your Organization

Method	Data Flow	Frequency	Security	Setup Required	Considerations
SFTP File Transfer	Into HR Acuity Only	Configurable (e.g., hourly)	PGP encryption required	Stage keys, file formatting, reporting familiarity	Quick file checks (~5 mins); requires clear field mapping and internal reporting logic
Unidirectional API	Into HR Acuity Only	Real-time or on-demand	No encryption required	Engineering resources to write to API	Data flows one-way; requires understanding of HR Acuity field structure and logic

Keys to Integration Success

To achieve a smooth and timely integration, customers should assemble the right team and prepare essential information **before** the project begins:

1 Internal Resources

- **Business Process Owner:** Familiar with business processes and use cases; facilitates decision-making (often the project champion).
- **HRIT or IT Partner:** Understands internal systems, especially if data resides in data lakes or warehouses.
- **Engineering Support:** Provides technical expertise for API and SFTP connectivity and troubleshooting (e.g., firewall issues).



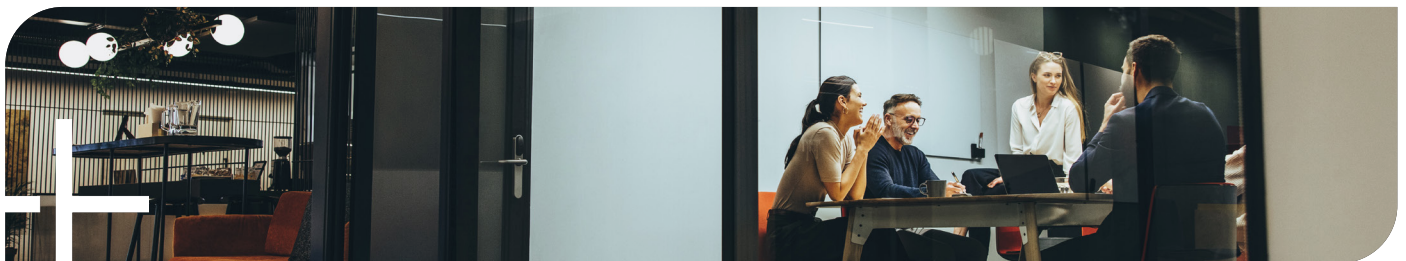
2 Vendor Collaboration

Engage your third-party vendor early to confirm capabilities, timelines & field mapping requirements. **Early Engagement = Faster Launch:** The earlier your internal and vendor teams are involved, the smoother the integration will be.

3 Field Mapping Ownership

Field mapping is the **customer's responsibility**. You define how your data aligns with HR Acuity fields. Misalignment or delays can compromise **data integrity and reporting accuracy**.

Tip: Validate mapping logic with sample data before full integration. You define how your data connects to HR Acuity fields.



Common Causes of Delay

Lack of clarity on internal business processes

Missing input from process owners

Limited access to internal systems or unclear data flow

Missing technical resources (HRIT, engineering, vendor)

Unclear or incomplete field mapping documentation

Misunderstanding of HR Acuity field structure or population logic

There are also options for data to flow out of HR Acuity via either Export to SFTP or Reporting API:

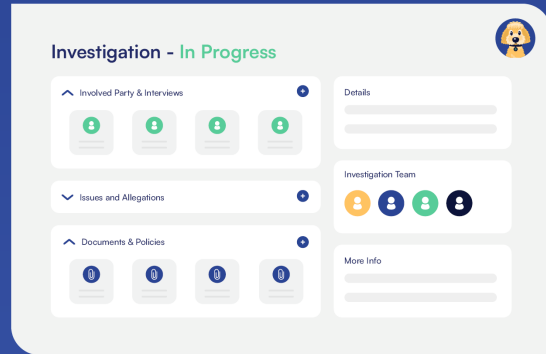
- Either of these options enable you to **get data out of HR Acuity** and into another system. A report is built in HR Acuity with the needed data points/fields that will be sent over to another system or data warehouse.
 - **Export to SFTP:** You can schedule reports daily (and up to six times a day), weekly, monthly or quarterly. Reports land in HR Acuity's SFTP in CSV format to be picked up and directed to your identified system.
 - **Reporting API:** Reports are accessible via API that can be requested at your leisure. API returns report data in real time in a JSON format.

** If you have questions about data flow requirements or API configuration, please reach out to your HR Acuity Implementation Manager or Customer Success Manager for guidance.*

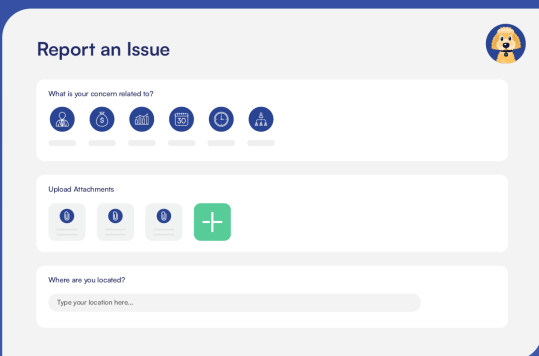
HRACUITY Platform



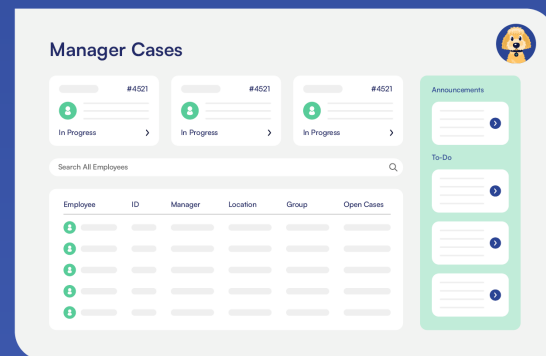
Case Management



Investigations



Speak-up Reporting



Manager Support

Analytics



RANKED 4.6 / 5 ON G2



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