Integration with Connectors

Overview

Improve project management efficiency and achieve better operational insight by integrating BrightWork 365 with other applications and key data from your business. Power Platform connectors allow your BrightWork 365 application to 'talk with' other key software services used by your organization.

Challenges (The Why)

You are planning your implementation of Brightwork 365 or have already concluded the Brightwork Start Service and want to evolve your project management processes by integrating your project management system with other key software solutions used by your business.

You want better operational oversight of your projects, and how they link up with other key processes within your organization.

Integrating software solutions often requires an API (Application Programming Interface). An API is a software intermediary which allows two applications or systems to 'talk to each other'. This can be challenging and costly, especially if you don't have an in-house software development team. You also need the software vendor to provide access to use their API.

Deliverables (The What)

BrightWork 365 can remove the larger time frame and heavy expense normally associated with integrations by utilizing out of the box connectors provided by the Power Platform.

A connector is a wrapper around an API which allows Power Automate and Power Apps to

talk to the underlying SaaS, so could be considered a 'low code' approach to APIs. They are considerably less labor intensive to create, so are therefore a more time and cost friendly approach to integration.

Methodology (The How)

Integrating your BrightWork 365 application using connectors would enable your app to connect to applications and data such as Zendesk, Microsoft Project Online, JIRA, DocuSign, ServiceNow, Azure, SQL, Stripe and many others.

You could link your support desk tickets on Zendesk or your development tasks on JIRA to the relevant project on BrightWork 365. Track orders or invoices issued through Stripe or integrate Bing Maps to help field project workers get to where they need to be hassle-free. Improve a marketing project by integrating with Mailchimp or trigger the creation of a project task when an event is created through Calendly.

Resources

- List of all Power Automate connectors | Microsoft Learn
- List of all MCP Server connectors | Microsoft Learn
- Create a custom connector from scratch | Microsoft Learn