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Connecting Data and Systems to Enable People-First Technology with APIs

Application Programming Interfaces (APIs) link technologies and organizations and are the connective tissue in today's business ecosystem. Global Mobility enterprises that have the capability to implement them can cut costs, help the bottom line and improve efficiency and experience.

Global Mobility programs rely on data in two basic areas:

1. Information about assignees and the Relocation Management Company's (RMC's) direct service to those assignees
2. Information needed by the RMC's supplier partners to enable them to serve assignees

In both cases, APIs form the basis for an automated exchange of information. Graebel's evolving API is designed to interface with the APIs of our clients and our suppliers to meet unique business needs.



Our APIs represent a significant opportunity for Mobility programs because they address many of the challenges inherent in other Mobility-related data file transfer approaches.

Data file transfers, typically sent via email, are a common practice in the Global Mobility industry with program data passed between the autonomous systems of the client and their RMC.

This process is far from automated and requires manual steps to send, receive, input and integrate the data into an RMC's data management system. This type of data file transfer process is prone to human error at each step.

APIs, however streamline data transfers between client and RMC systems for a seamless, single point of entry for data, reducing data-entry errors and increasing data management efficiency.



FYI ON APIs

An Application Programming Interface (API) coordinates the interaction between multiple software intermediaries. It spells out the rules for this interaction, including how to format shared data.

Why Integrate APIs?

Integrating mobility program information with human resources, payroll and other corporate data systems is critical. Given the range of employee assignments and locations and a host of other day-to-day tactical requirements, managing all of this data can be perplexing.

APIs can help smooth out the complex and often manual process for all parties involved – including your Mobility team, RMC and variety of supporting supplier partners.

The benefits of integrating APIs:

- Maintaining the accuracy and integrity of exchanged data
- Ensuring that exchanged data is *immediately* and accurately transferred into the operational system (e.g., Graebel globalCONNECT®) for efficient and holistic Mobility program management
- Improving the assignee experience by automating data transfer and virtually eliminating manual data-entry errors
- Reducing program costs and increasing efficiencies by further streamlining data transfers



API Configuration



APIs through a People-First Mobility Experience Platform

When considering systems integrations, it's important to imagine your program's technology configuration as a whole. Graebel globalCONNECT is our people-first mobility experience platform that serves as the single source of truth to manage mobility programs, track real-time data and analytics and reliably access up-to-the-minute details about every assignment.

At Graebel, your program is tailored to you and our securely integrated API configuration is designed to support your evolving needs. Through your Graebel globalCONNECT client portal, internal data source integration capabilities enable assignee initiations and activate API connections to HRIS/HCM, ERP, Payroll and Billing.

Plus, you'll be assured secure external data source integration API connections to supplier partners like tax and immigration.

Technical Specifications

The Graebel API solution uses AWS (Amazon Web Services) (e.g. API Gateway, Cognito, Lambda) technologies and integrates through our client and supplier portals within the Graebel globalCONNECT technology.

Our API is secured using AWS Cognito following standard OAuth2, which is the industry-standard protocol for authorization.

There are two ways you can leverage an API connection with Graebel. We will work with your IT team to determine the best approach:

1. Using your custom API code
2. Using your API middleware software

We will then work to create easy-to-follow steps with specific use cases that are clearly defined to automate the process resulting in a streamlined experience for everyone.



Integrating Client Functions into Graebel's API

We've defined a framework that optimizes the API integration process designed to define, secure, deploy, share, and operate APIs at any scale.

1. Identify business needs – determine potential value and benefit for both parties
2. Perform due diligence – assess client technology capabilities and synergies
3. Conduct a technology deep dive – explore the integration with client
4. Assess level of effort and cost estimates
5. Schedule the API integration activity
6. Begin operations

In the drive to automate, accelerate, and align your business using new technologies, it's important to remember that technology doesn't exist on its own for the sake of these things. It's there for people. To support them, their goals, and the goals of their business.

These outcomes require not only consideration for the people who benefit from using the technology, but the real people behind it who are responsible for ensuring it's a seamless part of the mobility program and experience.

Our people-first approach, combined with API-driven program integration, will continue to ensure an exceptional experience for all.

APIs are gaining momentum and quickly becoming the norm in the way business gets done. For some, the question isn't whether you'll need to accommodate this technology, but rather, will you be ready when you have to? We're ready whenever you are.

Ready to get going?

Contact us to learn more about our API capabilities or to connect your company's technology experts with ours to discuss next steps.

Let's get started at grabel.com/contact-us