

# STANDARD INTERFACES VS. API INTEGRATION

Understanding your integration options for CAD · RMS · JMS

## HOW DATA MOVES BETWEEN SYSTEMS



### STANDARD INTERFACES

SMB · SFTP · FILE TRANSFER · SCHEDULED EXPORTS

#### STEP 1 — SOURCE SYSTEM

##### CentralSquare Pro CAD / RMS / JMS

Exports data on a scheduled basis — every few minutes, hourly, or on a trigger. Data is bundled into flat files, XML packets, or serial output.

SCHEDULED DELAYS

BATCH EXPORT

#### STEP 2 — MIDDLEWARE LAYER

##### Interface Box / Middleware Server

A separate piece of hardware or software translates, reformats, and routes the data. Each vendor connection requires its own custom configuration.

HARDWARE DEPENDENCY

CUSTOM PER VENDOR

SINGLE POINT OF FAILURE

#### STEP 3 — DELIVERY

##### Vendor Systems (Quicket, FirstDue, lamResponding...)

Data arrives on the middleware's schedule. Missed export? Data waits for next cycle. Format change on either end? Back to custom engineering.

DELAYED DATA

FRAGILE FORMAT COUPLING



#### Complex · Hardware-Dependent · Delayed

Every new connection adds another middleware component, another maintenance contract, and another thing that can break at 2 AM on a holiday.



### API INTEGRATION

CENTRAL SQUARE PRO SUITE IJ6 REST API

#### STEP 1 — EVENT OCCURS

##### CentralSquare Pro CAD / RMS / JMS

A new CFS is created, a unit status changes, a booking is updated, or a record is modified. The API responds to the event immediately — no waiting for a scheduled export.

EVENT-DRIVEN

REAL-TIME

#### STEP 2 — WEBHOOK FIRES

##### Secure Notification (No Middleware Required)

The API sends a webhook directly to the vendor's endpoint over HTTPS. No interface box. No scheduled job. No file drop. The vendor receives a notification with a direct link to the record.

NO HARDWARE

CJIS-AUDITABLE

OAuth 2.0

#### STEP 3 — DIRECT DELIVERY

##### Vendor Systems + Modern Tools (Quicket, FirstDue, lamResponding, AI Assistants...)

The vendor calls back to retrieve the full record. Same connection works for every integrated vendor. New vendor? Add a subscription — no new hardware, no new middleware.

NEAR REAL-TIME

SCALABLE

BIDIRECTIONAL



#### Simple · Secure · Near Real-Time

One licensed module connects every vendor directly to Pro Suite. No middleware server to maintain. Data arrives when events happen — not when a scheduler decides it's time.

OLD

NEW

CAPABILITY	STANDARD INTERFACES	PRO SUITE API
Data delivery speed	Scheduled / delayed (minutes to hours)	Near real-time (event-driven)
Hardware required	Interface boxes, serial connections, dedicated servers	None — network connection only
Adding a new vendor	Custom engineering per integration	Add a webhook subscription
Write-back to CAD / RMS / JMS	Rarely supported; complex workarounds	Native — POST / PUT to CFS, Units, CommandLog, 911 Queue
CJIS audit trail	Inconsistent; depends on middleware config	Built-in — every call logged in Pro Suite Audit Trail
CAD · RMS · JMS coverage	Varies — most interfaces are CAD-only	Full — System, CAD, RMS, and Jail all covered
Support for AI / analytics tools	Not designed for it; requires custom adapters	Native — REST JSON supports any modern platform
Long-term maintenance burden	High — hardware lifecycle, vendor-specific configs	Low — vendor-managed API; one integration point

CentralSquare Pro Suite IJ6 API · Confidential — For Agency Use · 911nurd Public Safety Technology Consulting

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