

Justin Pope

From: Justin Pope
Sent: Thursday, September 22, 2022 1:16 PM
To: Support
Cc: Ben Erickson; Cather Cheese; Dondi Colgrove; Nicholas Vasquez
Subject: SugarCrm - References Tables

Sero Group,

I am submitting this request to get feedback on best practices to set up reference tables to feed data.

We have within the [PRODUCT_INFO] database and [SugarCrm] schema a system to track additions and changes to data to send over to SugarCRM. The following procedures compile these changes:

- 1) UpdateCustomerReferenceTable
- 2) UpdateQuoteDetailReferenceTable
- 3) UpdateQuoteHeaderReferenceTable
- 4) UpdateSalesOrderHeaderReferenceTable
- 5) UpdateSalesORderLineReferenceTable

The issues have occurred with deadlocks on tables being referenced within the procedures. We would like an approach that would optimize tracking changes.

As far as some solutions, I can think of accouple:

- 1) SysproCompany100_Audit
The audit database is being feed with triggers off tables in Syspro. The tables ArCustomer, SalSaleperson, and SorMaster are being audited.
Modifying/deleting the SugarCRM update procedures and add logic to the process in the SysproCompany100_Audit database to feed the SugarCrm reference tables would remove the strain from SysproCompany100 tables.
With this plan, we would need to add SorDetail to the database which could add some complications.
Also, Quote and Quote Line data comes from the Ecat database (tables: QuoteMaster and QuoteDetail) which would result in triggers being place on those tables as well.
- 2) Reduce the number of records that needed to be checked at run time
The idea would have a table that contains records that were staged from SysproCompany100 (ArCustomer, SorMaster, SorDetail) and Ecat(QuoteMaster and QuoteDetail) based off it the record was added or modified. Then the procedures can Query records that were only staged.
- 3) Move the Sugar process to SQLReporting
Lastly, we can move everything within the SugarCrm schema to the SQLReporting server. This would be a definite solution by removing the load off operational data.

Thanks,

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