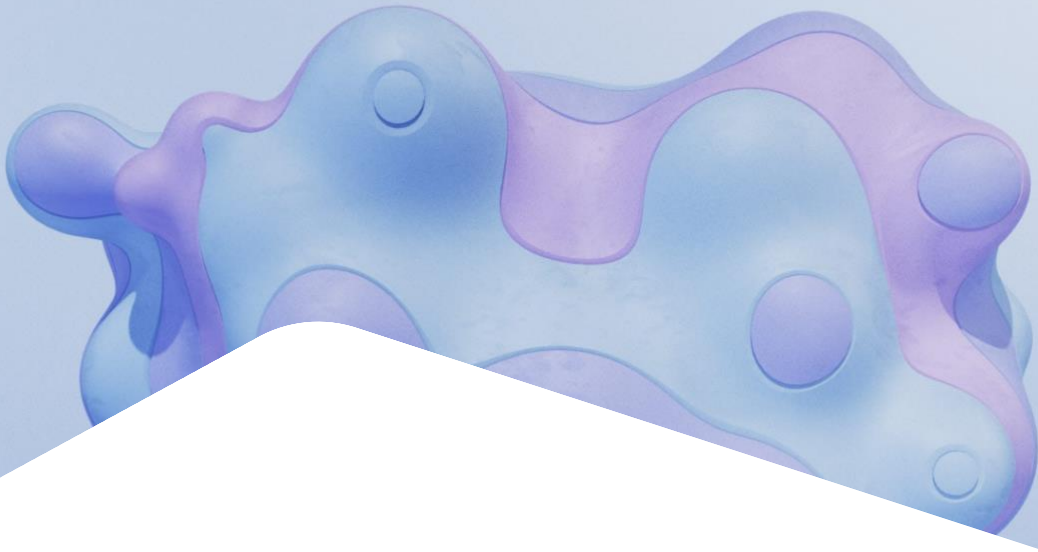

# CONVERCENT TO EQS DATASYNC MIGRATION

Guide on how to send HR data to the EQS Compliance Platform

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# 1. Important Context: Connection to a New System and Vendor

As part of the migration process, your organization will be connected to a **new system** provided by a **new vendor (EQS)**. This marks a transition away from your existing setup in **Convercent** and/or **OneTrust**, where user and system data was previously sent and managed.

Going forward, data will be sent to the **EQS Compliance Platform** using **DataSync**, EQS's integration framework for user provisioning. This represents a new technical connection, configuration, and maintenance process - distinct from your previous vendor integrations.

It's important that technical teams involved in the migration understand this change, as new credentials, connection endpoints, and data mappings will need to be established and validated within EQS. This guide has been designed specifically to support migration customers through that setup, providing step-by-step instructions and mapping details to ensure a smooth transition.

# 2. Migration

All existing accounts in Convercent and their system attributes will be created in EQS via the migration tooling.

**If you have OneTrust modules along with Convercent,** then the migration tooling will create all users from Convercent first. As a second step, it will add the users from OneTrust. The tooling considers Employee ID as the unique value, and if a user from OneTrust already exists in Compliance Cockpit with that Employee ID, then the tooling will not create a duplicate user. If the user record from OneTrust contains a different email address, first name or last name from the original values in Convercent, then the tooling will update those values to match the OneTrust value, since HR Data was updated more recently and frequently in OneTrust than it was in Convercent.

After the migration tooling is completed, it is important to review the newly created users in EQS. We recommend validating email addresses and Employee IDs to ensure accuracy. This step helps guarantee that the DataSync connector can update these accounts correctly and avoids creating duplicate user records.

# 3. Flat File Integration

The first option we will review is flat file integration. This process is an automated process for ingesting a Microsoft Worksheet into the Compliance Platform. User records and their permissions can be managed by EQS retrieving files via SFTP actions. It is the customer's responsibility to host the FTP server and generate the file following the guidelines listed below.

- Customers will be responsible for maintaining their own FTP server.
- Clients will create an account for their EQS data synchronization.

🟥 The file type will need to be converted from csv to XLSX

## *3.1. Attribute Mapping*

Now let's compare the mandatory fields in Convercent to EQS

### Convercent

| Header | Accepted Values | Sample Values |
|---|---|---|
| EmploymentIdentifier | String Text | 123 |
| UserName | Valid Email Format | dorian.irvine@eqs.com |
| ContactEmail | Valid Email Format | dorian.irvine@eqs.com |
| AuthenticationMethod | 'Convercent Password' or configured SSO name | EQS SSO |
| IsActive | True or False | True |
| FirstName | String Text | Dorian |
| LastName | String Text | Irvine |

### EQS

| Header | Accepted Values | Sample Values |
|---|---|---|
| First Name | String Text | Dorian |
| Last Name | String Text | Irvine |
| Email | Valid Email Format | dorian.irvine@eqs.com |
| Employee ID | String Text | 123 |
| Status | Active or Inactive | Active |

These attributes and their values will need to be updated in the new file format. The remaining supported fields in the EQS platform are listed below. Take the additional attributes from your Convercent file template and map them to a corresponding EQS attributes.

| Header | Accepted Values | Sample Values | Notes |
|---|---|---|---|
| Title | 'Mr'<br>'Mrs' | Mr. | Any other values will cause errors in the upload. |
| Middle Name | String Text | Owen | |
| Academic Title | String Text | Dr. | |
| Preferred Language | Noted Below Table | en | Empty fields will be set to your company language. Please note that some languages may not be available depending on the options you have subscribed to. |
| Employee ID | String Text | 123 | Primary Key of Account |
| Job Title | String Text | Technical Consultant | |
| Department | String Text | Professional Services | |
| Company | String Text | Convercent | This column must be filled in the case of an external staff. For the internal staff, this column must be left empty. |
| Company Relationship | Employee, Freelancer, Consultant, Vendor, Contractor, or left empty | Employee | If the employee is an internal staff, this field can be empty, or 'Employee' should be added<br>An external staff can be described as 'Freelancer', 'Consultant', 'Vendor', 'Contractor', etc. |
| Phone | Numbers only | 1231231234 | |
| Mobile | Numbers only | 1231231234 | |
| Supervisor's Email | Valid Email Format | ryan.mcneal@eqs.com | |
| Tags | String Text | Cast; TeamLife; HR | Please, ensure each tag is delimited by semicolon ( ; ) |
| Business Unit | String Text | Ethics | |
| Country | ISO 3166-1 alpha-2 format | DE | Please, use the two-letter country codes as per ISO 3166-1: |

| | | | |
|---|---|---|---|
| | | | https://en.wikipedia.org/wiki/ISO_3166-1_alpha-2 |
| Hire Date | ISO 8601 format | 2021-09-30 | |
| *Roles | Roles that are already set in Data Center | it-manager | All users are automatically added to the employee role - this does not need to be entered here.<br>If a user should have another role in addition to the employee role, then enter it here.<br>Please, only use role identification of roles that are already set in Data Center.<br>The role identification can be found on the bottom left corner of the role cards in the permissions overview of Data Center. See example below.<br>Multiple roles are separated by a semicolon (;). |

### 3.1.1. *Additional Guidance on Role Assignment*

Role column is optional in DataSync. If Role is included, the values will override any existing role assignments, including those migrated via tooling. Adding a role column increases complexity and may result in incorrect access permissions.

We recommend omitting the role column unless:

- You have three (3) or fewer roles (e.g., Admin, Supervisor, Employee).
- You are 100% confident your team can assign roles accurately on a user-by-user basis.

If uncertain, it's safer to manage roles manually post-migration to avoid wiping or misassigning access.

### 3.1.2. *Custom User Attributes*

Currently, only the Default Attributes above are supported for user provisioning via SCIM. Support for Custom User Attributes (CUA) is scheduled for Spring 2026. CUA are supported by Manual Bulk Imports and SFTP connections. This allows organizations to define and manage their own user profile fields—going beyond the system-defined Default User Attributes currently supported on our platform.

Attribute types that are supported for CUA are the following:

- String Text
- Numerical
- Date (YYYY-MM-DD)

### 3.1.3. *PGP Encryption*

EQS will provide the public key that is generated in the DataSync Connector. Customer can use the generated key to encrypt files from their SFTP server. Key can be updated or turned off at any time.

### 3.1.4. *SSH Authentication*

EQS supports multiple authentication methods into SFTP servers including SSH keys. The client is required to generate the key pair and seed the private key in the data sync connector. The public key will be installed on the SFTP server for the EQS user account.

## 3.2. *Preferred Language Attribute Values*

| | |
|---|---|
| 'en' for English | 'zh_TW' for Chinese Traditional |
| 'ar' for Arabic | 'zh_CN' for Chinese Simplified |
| 'de' for German | 'cs' for Czech |
| 'de-ch' for Swiss German | 'ko' for Korean |
| 'nl' for Dutch | 'th' for Thai |
| 'fr' for French | 'mg' for Malagasy |
| 'ru' for Russian | 'ro' for Romanian |
| 'it' for Italian | 'pl' for Polish |
| 'es' for Spanish | 'sv' for Swedish |
| 'pt' for Portuguese | 'ja' for Japanese |
| 'pt_BR' for Portuguese (BR) | 'hu' for Hungarian |

## 3.3. *Step-by-Step Configuration Process*

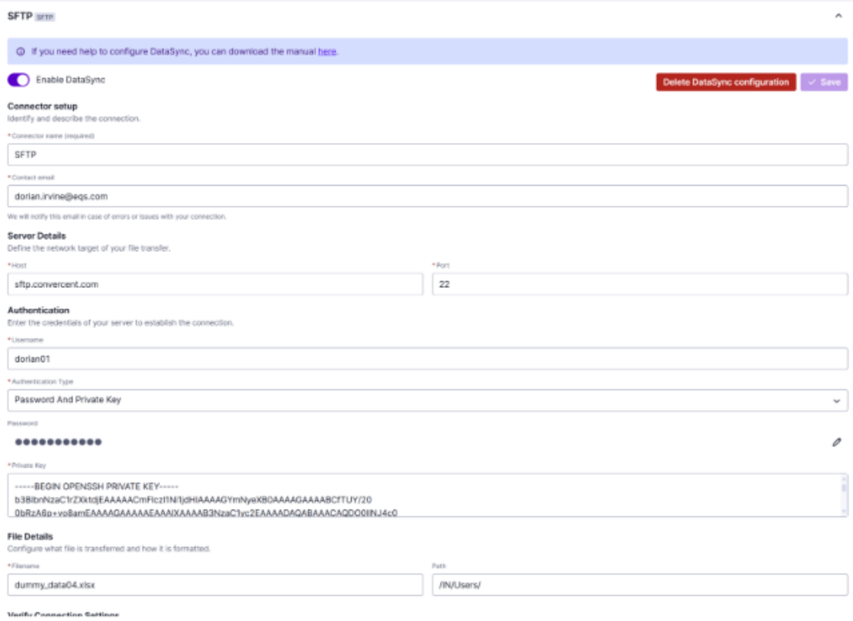
01. Log into EQS Compliance Cockpit with your user credentials.

02. Click the gear icon on the top-right to open the sidebar settings.

03. Select "DataSync Configuration," then click the "Add DataSync" button to open the connector creation dialog.

04. Make sure the "SFTP/FTPS" connector is selected in the dropdown and enter a name for your connector with the connection configuration, then click the "Create" button.

05. A new connector configuration panel is shown in the "DataSync Configuration" section. It displays connection configuration as well specifics like the file name and type. Authentication types that are supported are username and password or username and SSH private keys. Be sure to add the file under a folder and to add a "slash" (/) before and after the folder name in the Path input. The connector is disabled by default, which means EQS Data Center will not execute the Automatic Sync.



If you need help to configure DataSync, you can download the manual here.

**Connector setup**
Identify and describe the connection.

*Connector name (required): SFTP

*Contact email: dorian.irvine@eqs.com
We will notify this email in case of errors or issues with your connection.

**Server Details**
Define the network target of your file transfer.

*Host: sftp.convercent.com
*Port: 22

**Authentication**
Enter the credentials of your server to establish the connection.

*Username: dorian01

*Authentication Type: Password And Private Key

Password: ●●●●●●●●●●●

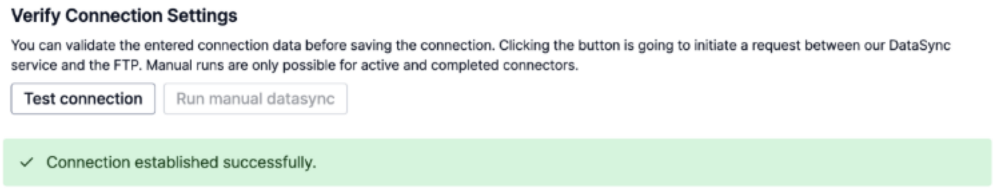
*Private Key:

```
-----BEGIN OPENSSH PRIVATE KEY-----
b3BlbnNzaC1rZXktdjEAAAAACmFlczI1Ni1jdHIAAAAGYmNyeXB0AAAAGAAAABCfTUY/20
0bRzA6p+vo8amEAAAAGAAAAAEAAAIXAAAAB3NzaC1yc2EAAAADAQABAAACAQDO0IINJ4c0
```

**File Details**
Configure what file is transferred and how it is formatted.

*Filename: dummy_data04.xlsx
Path: /IN/Users/

06. A test connection button is available to test the configuration.



**Verify Connection Settings**

You can validate the entered connection data before saving the connection. Clicking the button is going to initiate a request between our DataSync service and the FTP. Manual runs are only possible for active and completed connectors.

✓ Connection established successfully.

07. Review the roles & permissions in the Data Center. By default, the below two roles will be present within the Roles & Permissions tab. These two roles cannot be deleted.

- Employee: All the employees within the organization have access to the Integrity Hub with Approvals, Policies and Policy Buddy.
- Admin: All admins who will have access to EQS Compliance COCKPIT, Approvals and Data Center and all other active modules.

08. Customized roles and permissions can be created via the Roles & Permissions tab. Create any new roles necessary for the implementation. Additional information on the scope of permissions for roles can be found here: https://support-center.eqs.com/s/article/Default-Roles

09. All roles must be created as an app role in the enterprise application of the identity provider. Remember that the value must be the same as the Role slug name in EQS Compliance Cockpit Data Center module.

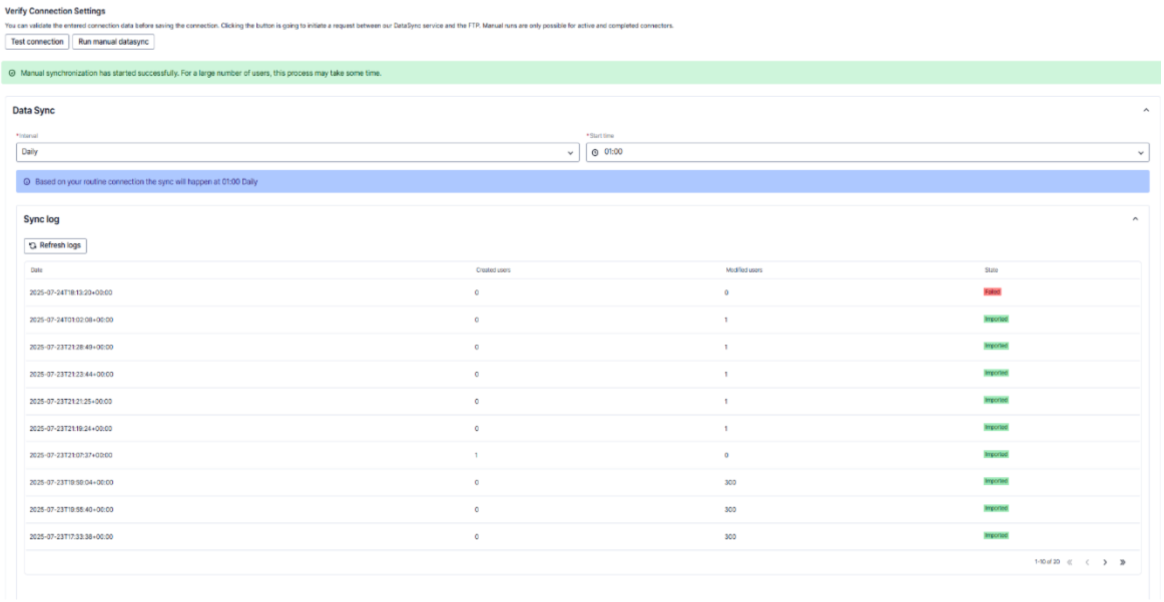
## 3.4. *Data Testing & Production Configuration*

01. Generate a test file containing minimum employees and deliver to the SFTP site. It is recommended to only list project employees in the file.

02. Select Run Manual DataSync button

03. A notification will appear stating "Manual synchronization has started successfully. For a large number of users, this process may take some time.

04. Select the 'Refresh Logs' button and the file import's processing results will be available via XLSX downloadable error log or viewable JSON payload.



**Verify Connection Settings**

You can validate the entered connection data before saving the connection. Clicking the button is going to initiate a request between our DataSync service and the FTP. Manual runs are only possible for active and completed connectors.

Manual synchronization has started successfully. For a large number of users, this process may take some time.

**Data Sync**

*Interval: Daily

*Start time: 01:00

Based on your routine connection the sync will happen at 01:00 Daily

**Sync log**

| Date | Created users | Modified users | State |
|---|---|---|---|
| 2025-07-24T18:13:20+00:00 | 0 | 0 | Failed |
| 2025-07-24T01:02:08+00:00 | 0 | 1 | Imported |
| 2025-07-23T21:28:49+00:00 | 0 | 1 | Imported |
| 2025-07-23T21:23:44+00:00 | 0 | 1 | Imported |
| 2025-07-23T21:21:25+00:00 | 0 | 1 | Imported |
| 2025-07-23T21:19:24+00:00 | 0 | 1 | Imported |
| 2025-07-23T21:07:37+00:00 | 1 | 0 | Imported |
| 2025-07-23T19:59:04+00:00 | 0 | 300 | Imported |
| 2025-07-23T19:55:40+00:00 | 0 | 300 | Imported |
| 2025-07-23T17:33:38+00:00 | 0 | 300 | Imported |

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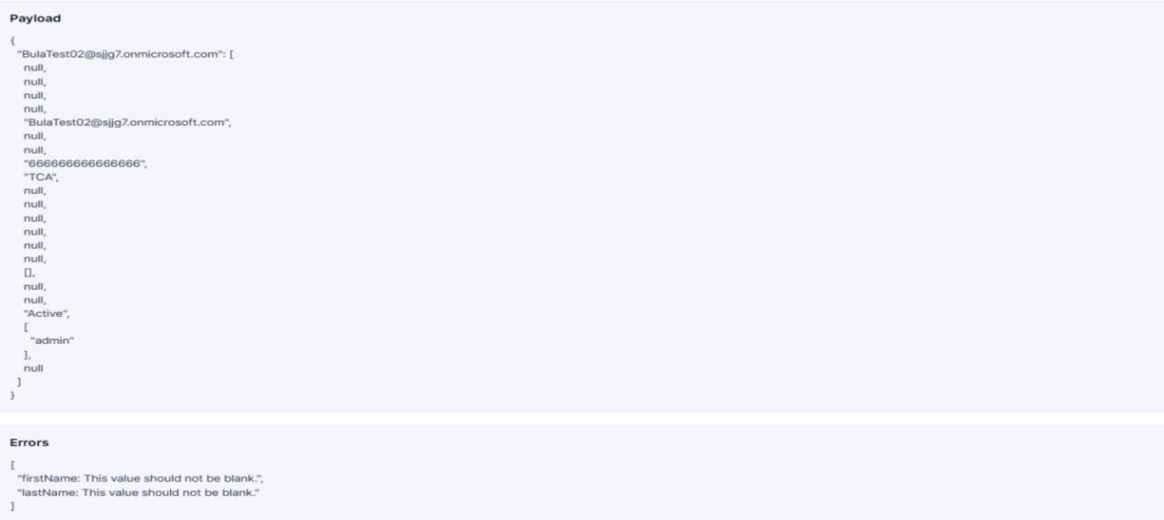


**Payload**

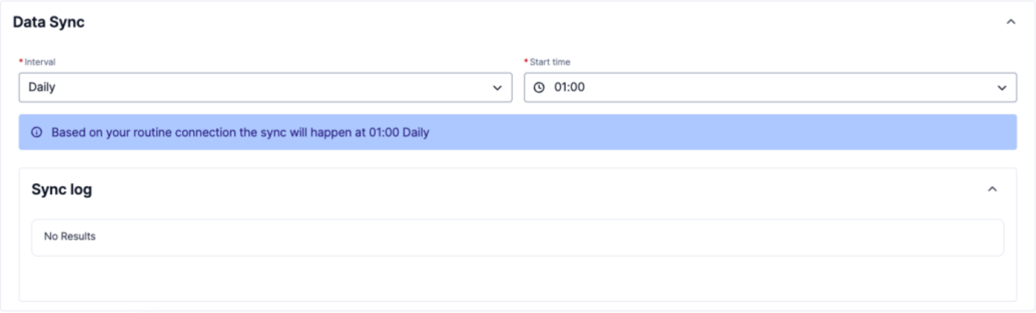
```
{
  "BulaTest02@sjjg7.onmicrosoft.com": [
    null,
    null,
    null,
    null,
    "BulaTest02@sjjg7.onmicrosoft.com",
    null,
    null,
    "666666666666666",
    "TCA",
    null,
    null,
    null,
    null,
    null,
    null,
    [],
    null,
    null,
    "Active",
    [
      "admin"
    ],
    null
  ]
}
```

**Errors**

```
[
  "firstName: This value should not be blank.",
  "lastName: This value should not be blank."
]
```

05. Review the provisioning log and make necessary updates to the HR data file based on error messages. Additionally, check newly created employees and validate that attribute mapping & role synchronization is as expected.

06. Once testing is approved for production ready imports you can define the frequency for which the provisioning will execute. For that we have the Data Sync panel with all executed synchronizations, manual or automatic. (don't forget to save using the top right button in the panel). If selecting monthly or weekly intervals, then synchronization will occur on the first day of the month or week.



**Data Sync**

* Interval: Daily

* Start time: 01:00

Based on your routine connection the sync will happen at 01:00 Daily

**Sync log**

No Results

07. Now we can enable Data Synchronization with this toggle (don't forget to save using the top right button in the panel):

08. Once the Data Synchronization is enabled the automatic data synchronization will take place in the next opportunity. A manual trigger for synchronization is also available.

# 4. System for Cross-domain Identity Management (SCIM)

## 4.1. Overview of SCIM

The second option for user provisioning and access management is the open-standard SCIM protocol. SCIM implementation on the EQS platform is a relatively quick and easy project that allows for automated provisioning. If you want to pursue this option, it is important to first consult with internal IT teams to ensure that all necessary HR data points are stored in the compatible source system. The client will be responsible for setting up this connector from their chosen system by following the guidelines listed below. A JSON-Schema definition of all employee objects which can be sent to EQS Data Center can be found at this link: https://api-compliance.eqscockpit.com/data-center/api/datasync/scim/Schemas.

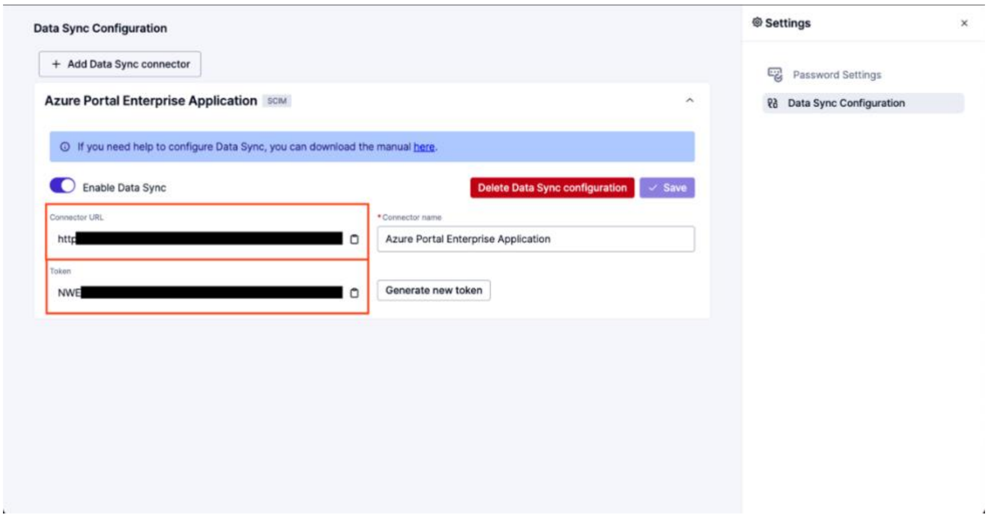
## 4.2. DataSync Configuration

01. Log into EQS Compliance Cockpit with your user credentials.

02. Click the gear icon on the top-right to open the sidebar settings.

03. Select "DataSync Configuration," then click the "Add DataSync" button to open the connector creation dialog.

04. Make sure the "SCIM" connector is selected in the dropdown and enter a name for your connector, then click the "Create" button.



Data Sync Configuration

Azure Portal Enterprise Application SCIM

ⓘ If you need help to configure Data Sync, you can download the manual here.

● Enable Data Sync

Connector URL: http[redacted]

*Connector name: Azure Portal Enterprise Application

Token: NWE[redacted]

05. A new connector configuration panel is shown in the "DataSync Configuration" section. It displays two important fields: the connector URL and the token. Please save the displayed token value. The token is sensitive information and should be kept in a safe space. You are not going to be able to view the token again. If you lose your token, you must generate a new one, invalidating the previous one. You can do this via the "Generate new token" button. This displayed connector URL, and token is going to be configured in your identity provider in the next steps. The connector is enabled by default. If you disable it, every request made to this connector is going to be rejected by the EQS Data Center.

06. Open the enterprise application in your identity provider for EQS and enter the credentials generated from DataCenter.

07. Test if the connection is successful

08. Now we need to configure the attribute mapping, so which user information that you want to send to the EQS Data Center for each user using the SCIM schema hyperlink in section 2.1

## *4.3. Attribute Mapping*

01. Required attributes for user provisioning are the following fields:

- Id
- userName (the email used for login)
- familyName
- GivenName

02. "employeeNumber" is not a required field but is strongly recommended and set as the highest priority for matching precedence. This will allow for updating migrated accounts with lowest risk of duplication of user accounts.

03. Set "userName" as second priority for matching precedence.

04. An important callout is the attribute "emails" solely exists as compatibility with SCIMs default mapping, as our platform does not have support for multiple e-mails and the single e-mail that employee may have is "userName". Therefore, this is marked as read-only field.

05. Complete mappings for remaining system attributes that are wanted to display in Data Center.

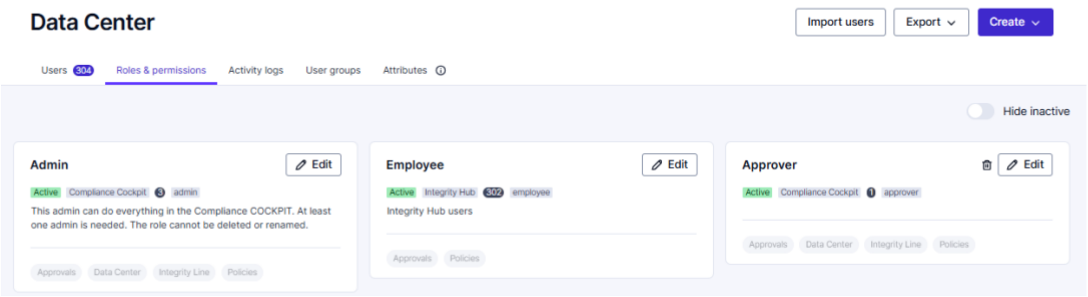
## *4.4. Role Synchronization*

01. Now you must add a feature flag by adding query parameter aadOptscim062020 to SCIM URL. This is to make de-assignments work.

02. A new attribute mapping must be defined for role assignment. This attribute requires Expression mapping type equal to AssertiveAppRoleAssignmentsComplex([appRoleAssignments]) to the target attribute roles.

03. Login to Compliance Cockpit and review the roles & permissions in the Data Center. By default, the below two roles will be present within the Roles & Permissions tab. These two roles cannot be deleted.

- Employee: All the employees within the organization have access to Integrity Hub with Approvals, Policies and Policy Buddy.
- Admin: All admins who will have access to EQS Compliance COCKPIT, Approvals and Data Center and all other active modules.



Admin
Active · Compliance Cockpit · 3 · admin
This admin can do everything in the Compliance COCKPIT. At least one admin is needed. The role cannot be deleted or renamed.
Approvals · Data Center · Integrity Line · Policies

Employee
Active · Integrity Hub · 302 · employee
Integrity Hub users
Approvals · Policies

Approver
Active · Compliance Cockpit · 1 · approver
Approvals · Data Center · Integrity Line · Policies

04. Customized roles and permissions can be created via the Roles & Permissions tab. Create any new roles necessary for the implementation. Additional information on the scope of permissions for roles can be found here: https://support-center.eqs.com/s/article/Default-Roles

05. All roles must be created as an app role in the enterprise application of the identity provider. Remember that the value must be the same as the Role slug name in EQS Compliance Cockpit Data Center module.

## 4.5. *Data Testing & Automatic Provisioning*

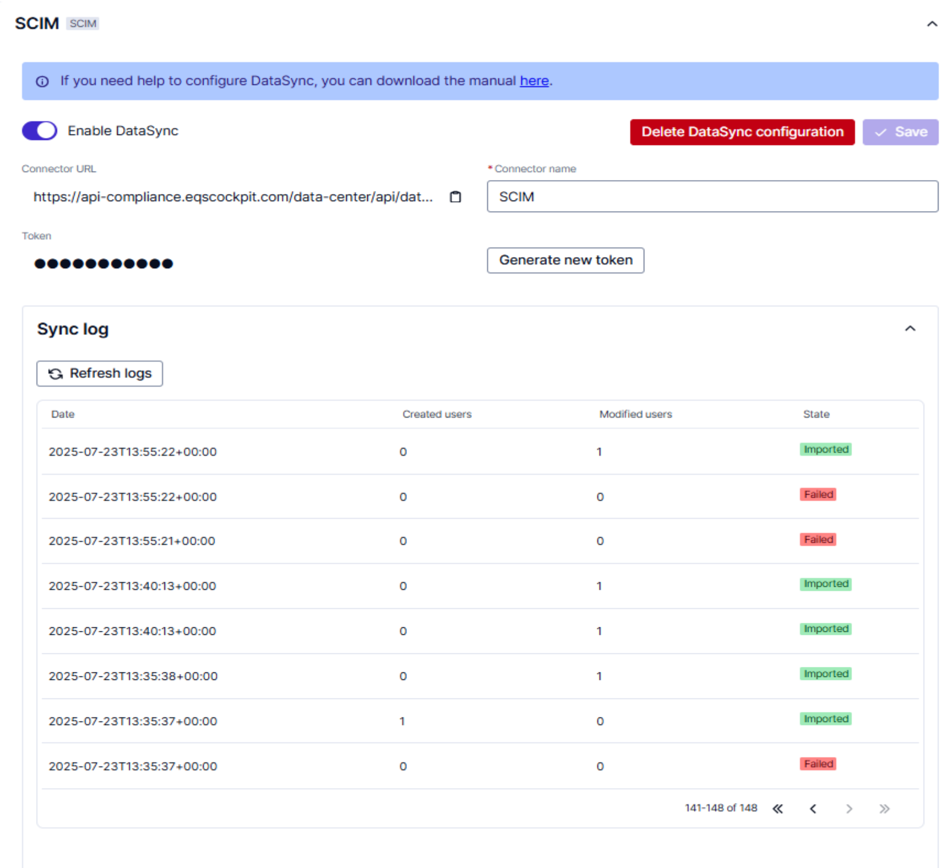
01. Assign a single user or small group of employees that are aware of project implementation to the enterprise application with their desired role.

02. Review the provisioning logs from the identity provider for record errors.

03. Compare the provisioning logs to the Sync Log in EQS and validate that user or group creation is functioning as expected. The sync log allows a downloadable JSON file and viewable JSON payload.

Example Payload:

```
{
 "meta": {
  "resourceType": "User"
 },
 "name": {
  "givenName": "Dorian",
  "familyName": "Irvine"
 },
 "roles": [
  {
   "type": "WindowsAzureActiveDirectoryRole",
   "value": "admin",
   "display": "Admin",
   "primary": false
  }
 ],
 "title": "Technical Implementation Consultant",
 "active": true,
 "emails": [
  {
   "type": "work",
   "value": "dorian.irvine@sjjg7.onmicrosoft.com",
   "primary": true
  }
 ],
 "schemas": [
  "urn:ietf:params:scim:schemas:core:2.0:User",
  "urn:ietf:params:scim:schemas:extension:enterprise:2.0:User"
 ],
 "userName": "dorian.irvine@sjjg7.onmicrosoft.com",
 "addresses": [
  {
   "type": "work",
   "region": null,
   "country": "FI",
   "primary": false,
   "locality": null,
   "formatted": null,
   "postalCode": null,
   "streetAddress": null
  }
 ],
 "urn:ietf:params:scim:schemas:extension:enterprise:2.0:User": {
  "department": "Professional Services",
  "employeeNumber": "15612"
 }
}
```



SCIM
SCIM
If you need help to configure DataSync, you can download the manual here.

● Enable DataSync

Delete DataSync configuration
✓ Save

Connector URL
https://api-compliance.eqscockpit.com/data-center/api/dat...

* Connector name
SCIM

Token
●●●●●●●●●●●

Generate new token
Sync log
Refresh logs

| Date | Created users | Modified users | State |
|---|---|---|---|
| 2025-07-23T13:55:22+00:00 | 0 | 1 | Imported |
| 2025-07-23T13:55:22+00:00 | 0 | 0 | Failed |
| 2025-07-23T13:55:21+00:00 | 0 | 0 | Failed |
| 2025-07-23T13:40:13+00:00 | 0 | 1 | Imported |
| 2025-07-23T13:40:13+00:00 | 0 | 1 | Imported |
| 2025-07-23T13:35:38+00:00 | 0 | 1 | Imported |
| 2025-07-23T13:35:37+00:00 | 1 | 0 | Imported |
| 2025-07-23T13:35:37+00:00 | 0 | 0 | Failed |

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04. Troubleshoot any errors or unexpected results from provisioning.

05. Once data synchronization has been validated and signed off by primary stakeholders all users & groups that need access to the application need to be assigned to the enterprise application with their desired roles.

06. If users need several roles they can be assigned multiple times in the enterprise application under different roles.

07. Enable automatic provisioning in the identity provider