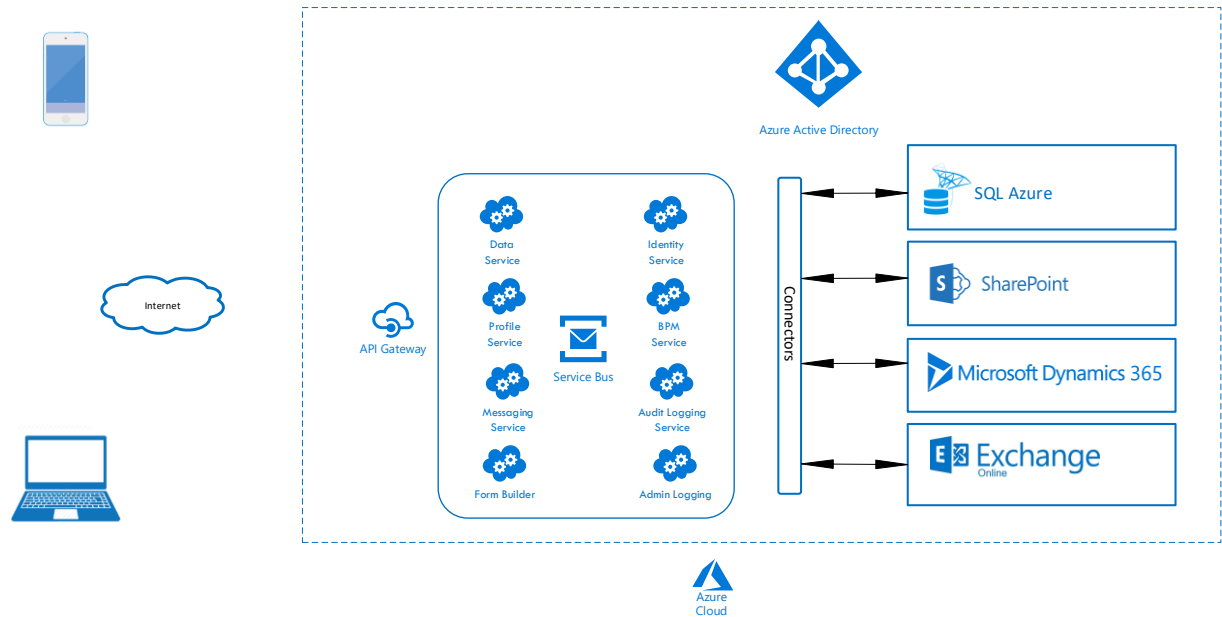# Netways Service Center Architecture & Diagram

Figure 1: Netways Apps Architecture

The components of Netways service desk are as follows:

- The API Gateway: it is Azure App Service, it sits in front of the APIs and acts as a single point of entry for a defined group of underlying services. It is responsible for authentication, security policy enforcement, cache management, & dependency resolution, we will list down some of them
    - Data Services for performing CRUD operations with external systems using connectors.
    - Identity Services: for authentication and authorizations of Employees & external users regardless of their identity provider.
    - BPM Services: for handling Workflow Stages, Phases, & Actions
    - Audit Logging: for monitoring all changes
    - Messaging service: for unified communication with Email, Fax, SMS channels.
    - Profile Service: for storing and querying user's information and corresponding custom metadata.
- The Connectors: which are plugins used to communicate with external Data stores like Dynamics 365, SharePoint, SQL, etc., as well as identity stores. Note that you can develop your own connector for your own back-end system by extending some functionalities and implementing our standard interface.
- The Service Bus: which is responsible for asynchronous communication between Micro services, it includes the Event Hub, Topics, Queues, and we can include Bus relay to communicate with On-premises Back Ends.