# Service Connector: Enabling SIAM

## (Service Integration and Management)

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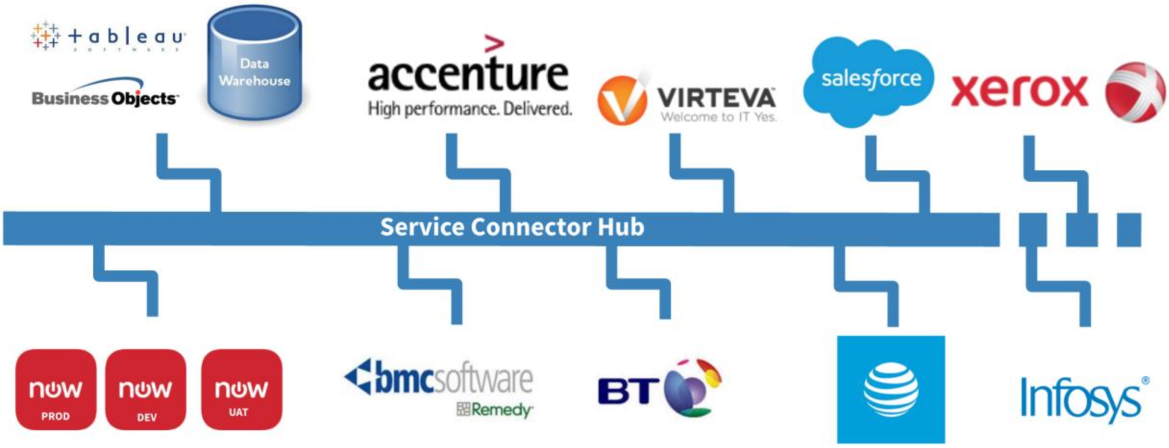
WHITE PAPER

# Integration Technology Shift

Perspectium's position as the key integration technology for ServiceNow has provided a unique perspective on integration and how the market is changing. Historically, requests centered around internal integration solutions such as ServiceNow to ServiceNow integration, integrating to a data warehouse, integrating with other enterprise software systems like SAP, or other ITSM tools like Remedy, and integrating to other cloud solutions like SalesForce and Workday. All these integration solutions focused on the technology needing to be integrated.

Recently, multiple Fortune 2000 organizations have approached Perspectium to handle their integration with service providers. They are leveraging a Service Integration and Management (SIAM) strategy to rapidly on-board and off-board their service providers. This model demanded that Perspectium no longer integrated individual technology solutions such as ServiceNow, SalesForce, Workday, and SAP HANA, but a whole Service Provider ecosystem.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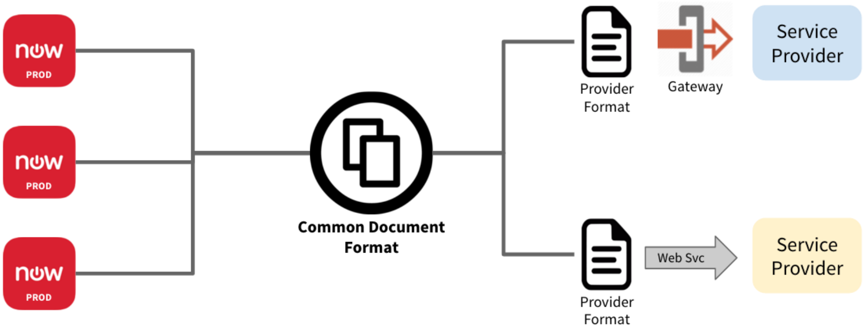
Perspectium is especially suited for enabling SIAM due to the philosophy that they take responsibility for the end point integrations and ensure that they work through upgrades, and any changes required by the customer or the vendor. Now customers are looking for the ability to integrate to not only one or two service providers, but twenty and more – including the ability to on-board and off-board providers at a rate of 10-20 a year.

## Service Connector Portfolio

Perspectium has created a portfolio of vendor integrations that work hand-in-hand with each vendor's requirements to send and receive data through their chosen technology, while giving the customer complete control of what data is shared from or consumed into their ServiceNow instance.

Being able to on- and off-board service providers is a process that involves much more than just integrating data, but if you can't talk to your service providers and they can't talk to you, it won't work - no matter how much process you put in place. Perspectium provides a simple and powerful solution to enabling SIAM, delivered as a service.

## Perspectium Service Connector Technology



Perspectium provides 3 components to enable service connection:

1. **Perspectium Replicator** handles the integration of enterprise and cloud applications like ServiceNow. Replicator provides real-time bidirectional integration with a variety of data sources, using a SaaS message broker service.
2. **Perspectium Data Models** provide a standard model for the types of data that is exchanged between service providers and their customers. All data is matched to the Perspectium data model and it then is transformed to the customer's specific data model.
3. **Perspectium Service Connector Web Services** integrate with the different service provider API gateways. Perspectium provides this as a service, so any changes by the provider's API are updated by Perspectium to ensure the continuation of real-time bidirectional data transfers.

## SIAM Customer Case Study

A large Fortune 2000 organization uses Perspectium to enable SIAM with a mix of internal and external service providers. Central to this practice is the ability to on-board and off-board service providers rapidly - without disruptions to their business.

In the past, this organization had to manually send incidents to their service provider by sending them a file of issues they were having. This did not provide timely updates to the organization or their service provider, with the result that work either took too long … or didn't get completed at all.

In the first phase of their SIAM implementation, Perspectium set up a service connector with their telecom service provider. This enabled the company to open an incident in ServiceNow and assign it to their provider if there was an issue with any part of their telecom infrastructure – a huge improvement on the old manual process.

Now, incidents are opened in ServiceNow and sent in real time to the telecom service provider's vendor API that then opens a ticket in their own service management system as a "mirror" incident. As the service provider works on the incident, they update their system – and those updates are sent in real time to the original incident in the company's ServiceNow system. This approach allows for real-time SLA tracking, timely updates to change tickets that are associated to the incident, and more. Decision making about the provider's performance, the work being done, and estimations of completion time are all now made in real time.

With Perspectium, swivel-chair double entry, slow updates and manual reconciliation are a thing of the past.