



Integrations Are Not Created Equal

A checklist to help you choose wisely

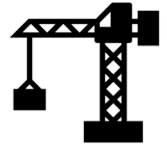


Can your integration provider deliver both process and data integration?

- Process integration is low-volume integration extending process between applications
- Data integration is high-volume integration replicating data for BI, reporting or consolidation
- A web services approach is not viable for data integration due to performance impact

Who will build and maintain your integrations?

- Building and testing integrations takes experience. Consider attachments, related items ...
- When you upgrade apps or change business processes, who will test & rebuild integrations?
- When your developer leaves the company, who will know how to manage their integrations?

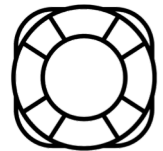


Do you need to consider security & privacy for your integrations?

- Is the sharing of application usernames and passwords permitted?
- Are there privacy concerns with sharing information that should be obfuscated?
- Can your integration help ensure compliance to regulations like GDPR?

Who will help you when your integration isn't working?

- When you build integrations using a toolkit, will the vendor support your customizations?
- How will you know that your integration is working? Are you monitoring it? Who is?
- What are the implications of your integration failing? How will it impact your business?



Are there data/transaction constraints that you need to consider?

- Do you even know the amount of data/transactions you need to move?
- What additional costs do you need to take into account for future growth?
- Are there any hard limitations to the volume of data that you can exchange?

Can you connect to multiple ITSM tools and/or service providers?

- You may have different ITSM tools and service providers in different parts of your business
- Your integration technology should be agnostic – so you can connect to all the tools you use
- Ensure you eBond with service providers – so you can request work with full visibility



Are you looking for an integration ... or an integration platform?

- You chose SaaS applications because they are delivered complete, and fully managed
- You wouldn't build your own ServiceDesk tool. Why would you build your own integrations?
- Look to leverage the expertise of integration experts – encapsulated in a managed solution