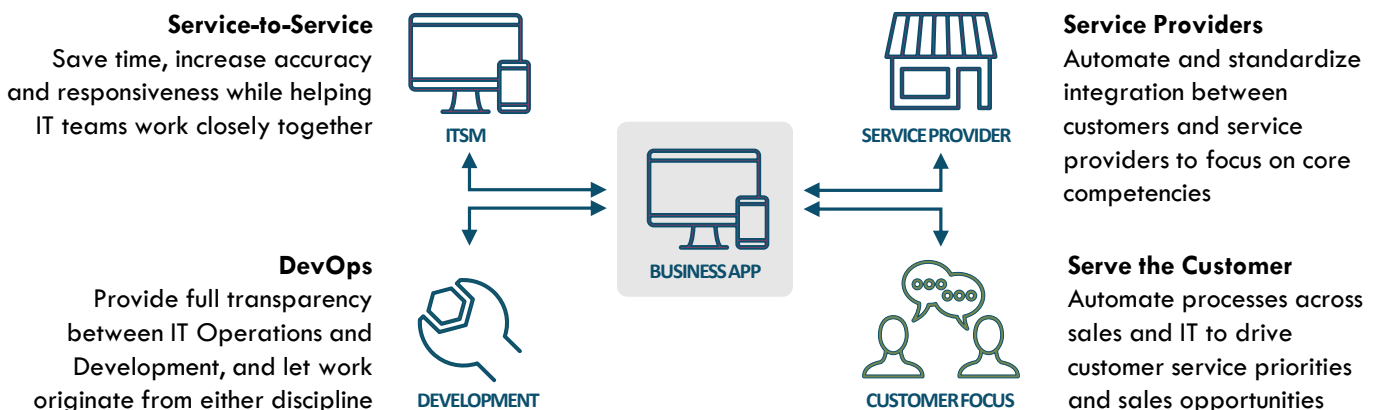


Sometimes, processes extend beyond application silos. Service integrations typically exchange data that is part of an executing workflow process. These integrations may be between service management tools, between enterprise applications (such as Atlassian Jira or Salesforce) or they may connect out to third-party service providers. These are usually two-way integrations – since synchronization is required in both directions, with single records syncing multiple times in multiple directions before the workflow is complete.

Service integration automates processes like Incident, Problem, Change Request, and Service Catalog Requests from application frameworks owned by disparate teams in the same organization or with external service providers and suppliers. The challenge is dealing with the different processes, terminology, and applications involved. IT incidents equate to customer cases or development issues, and service providers will have different terminology to that of their customers. These differences have made it hard to synchronize the various applications involved in providing service to the internal or external customer.

Fortunately, an answer exists in the form of Perspectium Service Integration solutions.

Integrate Service Functions Across The Enterprise



Customers such as Zurich Insurance, Accenture, Allianz, and Palo Alto Networks have enabled bi-directional service integration with Perspectium ... all in real-time, with no impact on production. Enabling close collaboration between teams, and providing complete service visibility across the enterprise, is done typically with a staff of only 1 or 2 administrators, who often only require part-time focus to maintain effective integration between business-critical applications.



Service management workflow shouldn't be constrained within your service management tools. On the contrary, your workflow should be inclusive of any tool that participates in that process. Perspectium makes that happen, leveraging a deep understanding of service management, and an innovative technology approach that ensures security, availability and upgradability.

Perspectium offers comprehensive service integration solutions to service providers and the enterprise. We solve process integration challenges, to improve collaboration across teams and between systems. Our SaaS-based integration solutions help IT and customer support to work together. IT Operations and Development can stay in sync. Escalating incidents to service providers can be automated, for improved response and with greater visibility for ITSM teams.

Perspectium ServiceBond

A la carte workflow integration for internal systems and external service providers

Perspectium Service Provider Gateway

ServiceNow application that automates service integration between service providers and their customers

Perspectium ServiceOps

Specialized ServiceBond with DevOps best practice workflows between IT Operations & Development

Perspectium SalesInsight

Specialized ServiceBond that bundles best practice workflows between IT and Sales

Perspectium integration transforms service management into a system-wide enterprise strategy that enables consistent, effective provision of service to internal and external stakeholders. In short: we make work flow.

Integrated service management

**reports
providers
solutions
process
workflow**

as a service