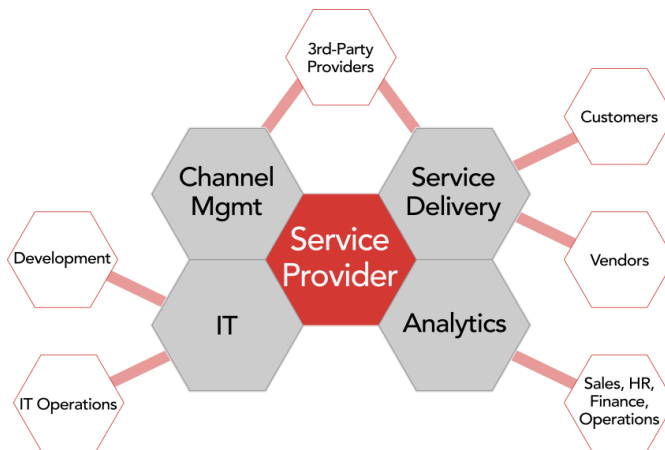


As a Managed Service Provider, you understand the importance of accelerating customer time to value, to improving organizational effectiveness in all teams, and ensuring visibility across the entire supply service chain. But because every customer has different processes, requirements and tools, it can be hard to create repeatable, effective processes for on-boarding and supporting your customers. Additionally, all those unique customer connections need to be monitored, managed and maintained over time - so the resource-intensive onboarding process never really ends.

Imagine if you could rapidly onboard and integrate your customers. You would have integration templates enabling a streamlined and repeatable process for eBonding with your customers' service management systems. These integration templates would provide default mappings for various service management systems and modules, including ServiceNow, Cherwell, Ivanti, and BMC Remedy - and all mappings and conditions for eBonding would be configurable and can be modified and cloned to build a repeatable integration blueprint for rapid onboarding and management of your customers.

The Four Cornerstones of Service Provider Integration



Perspectium Advantages

- Uniform and standard deployment shortens time needed to go-live
- Guaranteed compatibility and availability eliminates need for additional service contracts
- Managed and proactive service improvement means reduced operational team size
- Best practice approach leverages experience from other service providers
- Incrementally expandable architecture protects investment for the future
- Transparent ROI aligned with value proposition and growth helps simplify business case
- Standard features around privacy and security of data and data exchanges mean conformance is delivered across the board from day one, not as an afterthought

Service Integration Solutions

Process based integrated solution deployed per MSP customer including required endpoints, middleware, onboarding services and managed availability.

Use cases

- Offer customer onboarding service that includes automatically integrated service requests
 - Incident, Problem, Change, Service Request, CMDB
- Maintain a uniform view, reporting, and management for all customers in a central system

Data Integration Solutions

A combination of data integration tools and services to support onboarding, migration, reporting and business intelligence for an MSP customer.

Use cases

- Data migration: domain separation-to-standalone or standalone-to-domain separation
- Realtime upgrade: backup-restore
- Data replication: application data cloning, sync to data warehouse, sync to departmental database
- Data processing: Big data & Analytics, Elastic search

Case Study



CDW used to rely on web services and REST-based integrations to connect with their customers. In both cases, scalability was an issue and performance was impacted on their ServiceNow instance. CDW needed low-coding, real-time, truly automated integrations that help to ensure accurate data, a hands-off approach for CDW delivery staff, and high visibility for customers into their environments.

CDW now use Perspectium to replicate service delivery data to their reporting database, transferring incident, CMDB, and other information for archive and analyses. All ServiceNow performance issues were eliminated, and CDW no longer had to dedicate developer resource to maintain the integration when ServiceNow or the database was upgraded. For service delivery, Perspectium also provides integration between CDW and their customers – without custom development or extra cost if the customer's system is something other than ServiceNow.

In addition, CDW added Perspectium ServiceBond for AWS to escalate incidents or requests on behalf of their customers to the Amazon Web Services (AWS) Support Center – no need to login to a separate support portal, and provides near real-time visibility of status across the entire service supply chain.

For more information, check out perspectium.com/msp
or call us on (888) 620-8880