

Five Essential Characteristics for Service Management Integration

Integrating Service Management processes is more than just moving data from A to B. In order to deliver truly integrated service management solutions, there are five essential characteristics you need to identify in your integration partner:

<p>More than SIAM</p>	<p>Ensure that your integration provider can exchange data between other service management tools and other enterprise systems within your infrastructure, not just with your suppliers. Look for one provider for all your service management integration needs.</p> <p>Perspectium connects service management processes to one another, to related processes, and to vendors/customers</p>
<p>Process vs Data</p>	<p>Smart integration takes place at the process level – where it has an understanding of the context of the process that is executing, and can be part of a process workflow. And of course, attachments, work notes and related records must be exchanged out of the box.</p> <p>Perspectium uses a native application to integrate at the process level, leveraging our deep understanding of ITSM processes and technology</p>
<p>Scalable Performance</p>	<p>Depending on web services calls for integration will quickly impact the performance of your service management tool. Look for a solution that will scale up to tens of millions of data exchanges each day - without breaking a sweat.</p> <p>Perspectium delivers massive scalability – both in terms of data (many of our customers exchange tens of millions of transactions every day) and in terms of people</p>
<p>Managed Service</p>	<p>You're not in the integration business, so don't get into it now. Your service management integrations should be configured, implemented, patched, upgraded and managed 24/7 by your integration partner – so you can focus on delivering IT service.</p> <p>Perspectium is anything but a do-it-yourself toolkit – we deliver integrated end-to-end solutions that are maintained and supported by us</p>
<p>ITSM Expertise</p>	<p>Identify an integration partner focused on IT Service Management, with years of experience working with multiple vendors and technologies, and a deep understanding of service management processes.</p> <p>Perspectium was founded by innovators in service management and cloud delivery, and brings together hundreds of years experience with ITSM</p>