

# **10 Reasons to Implement an ITSM Solution and an Integration Solution Simultaneously**

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Launching a new ITSM tool is a resource-intensive project that demands awareness, education, and even hands-on labor by multiple departments within your organization.

So why would you want to go further and implement an integration solution at the same time? Here are ten reasons.

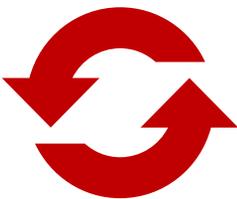
## 1. If you want to grow, you have to integrate



Some companies try to avoid integrating their ITSM solution, attempting to guide all users directly to the ITSM solution. This approach leads inevitably to frustration. Other departments and your service providers will find that they need to access data with more flexibility and options to maintain the same complexity and variety of meaningful reporting that they have always enjoyed.

[As Zurich Insurance grew](#), it had to scrap its policy of not integrating. “As we’ve matured with our ServiceNow deployment and our SI offerings, we’re finding more that the policy of not integrating just isn’t tenable,” says Craig Edwards. “More different business functions and IT functions need to reach out to us to integrate.”

## 2. Implement ITSM process - not just an ITSM tool



Hopefully, you’re not implementing a new ITSM tool for fun. You’re doing it to improve your business, and provide better service to your internal/external customers. But it’s the service management process that will get you to your objective - and that process doesn’t live in just one tool. Service management processes reach into development tools, reporting tools, big data tools, customer service tools, event management tools ... and more!

### 3. You'll avoid re-implementing ITSM later



If you decide to implement your ITSM tool standalone, you will have to reimplement it when you start adding integrations.

Processes will need updating, forms will need re-building ... you will be back to square one, and re-doing all the work you did on your initial implementation. Rather than doing all that work twice, implement your ITSM tool and your integrations at the same time.

### 4. You'll spend less on licenses



People outside of your service desk are involved in service management. Developers will be assigned bug-fixes, customer service reps will be submitting requests, and your BI team will need to extract reports.

Of course, they all have their own tools in which they operate, but if you implement ITSM standalone, they'll need licenses to your ITSM tool (and you'll need to convince them to do their work in multiple tools). On the other hand, if you implement your integration solution at the same time as your ITSM tool, everyone can work in their system of choice, and you only need to buy the ITSM licenses you need.

### 5. Focus your organization's time on the ITSM solution



Implementing an ITSM solution is a big deal. Your organization will expend considerable time on this project. Let your integration-solution provider handle the integrations.

When you write your business case for the ITSM solution, include the integration solution. One business case for two solutions means saving even more time.

## 6. Avoid continually implementing integration solutions.



Unless you plan to implement a completely isolated ITSM solution without any integrations, you will likely build integrations at the start, have an integration provider rebuild them later, and then continually add to your integration spaghetti over time (and lets not forget about all the updates you will have to do when new versions are released).

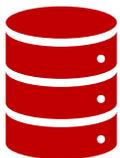
Implement a scalable integration solution at the start, and you'll be set to add new integrations easily to your existing integration framework.

## 7. Implementing simultaneously makes your ITSM solution and team look better



When you implement an integration solution to maximize the effectiveness of your ITSM solution deployment, the business potential and the cost savings are evident right out of the chute. For your new rollout, the kudos will roll in.

## 8. Continue to report from your local database (If migrating from on-prem ITSM)



If you are migrating from another ITSM solution that operates on-premise, you are likely also reporting from a local database.

With your new cloud-based ITSM tool, an effective integration solution will let you keep sending data to that local database and let you keep reporting with your BI tools.

## 9. Deploy integration benefits to your customers immediately



If you are an MSP, having an agile integration solution in place will prepare you to serve more customers and sell more services to them.

[Accenture implemented ServiceNow and Perspectium concurrently.](#)

According to Jonathan Livingstone, “Before we went live with any clients, we knew we had to have an integration facility, because almost every one of our clients has some level of integration to a system that they own and they run. And many if not all do some level of reporting externally.”

## 10. Because it's easy with Perspectium



Perspectium offers the integration solutions that deliver information to the right place at the right time, complete with the data control, high availability and throughput demanded by modern enterprises.

That means that Perspectium takes responsibility for getting your data from A to B. There's nothing for you to write, assemble or maintain – you get solutions that are complete from end to end. All delivered as a subscription service with 24/7 support, in monitored and automated datacenters.

As your company grows, using Perspectium, you can add new integrations and a heavier throughput volume without performance impacts on your ITSM tool.

Ready to learn more about service-management integration? Visit us at [perspectium.com](https://perspectium.com).