

Axios assyst®

Integration Capabilities



Leverage Your Existing Investments

Organizations invest a great amount of time and money in the tools that help support their operations, and overall success of the business. However, there has been an increasing need for organizations to have one tool that can pull and house information from their entire toolset, making it easier for employees to find, process, and use the information. With *assyst*, you will be able to continue to leverage the data from your investments, access information from all of your tools through the *assyst* solution, and never worry about losing data from your existing tools. *assyst* has been developed from inception as an open product facilitating integration with 3rd party products for the efficient exchange of data.

Extensive Integration Tools

Axios Systems understands that our customers need to be able to easily access pertinent information, no matter where it lives. Because we recognize this, we make it very easy to get data in and out of *assyst*, from your basic file uploads and command line interaction to sophisticated tool kits that leverage web services and enterprise service buses. A wide range of flexible interfaces and out-of-the-box adapters and collectors are provided to ensure maximum coverage and the fastest possible implementation. Our integration tools are based on industry standard technologies and formats, including web services, Java, JMS, ODBC, XML, and CSV.

Open Architecture

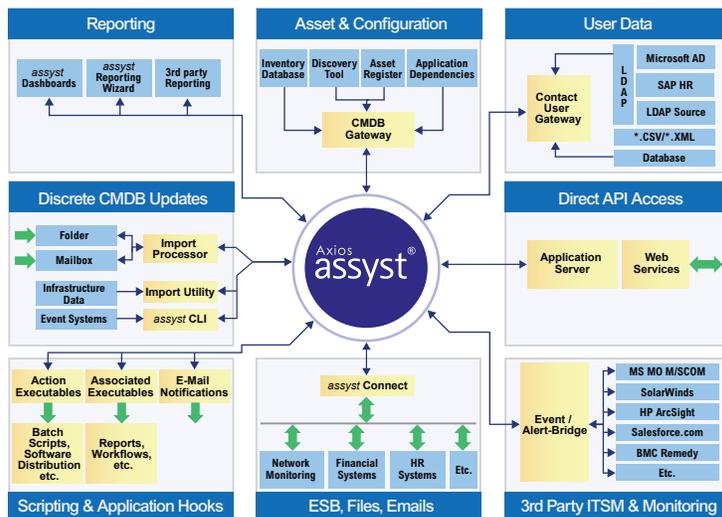
The use of our open API allows many customers to do integration work in-house. We provide connectors, collectors, adapters, bridges, and a fully published API so that our customers can create their own interfaces and have greater flexibility in delivering their services. *assyst* has always been about flexibility and integrability so that your users have a powerful solution that will help them focus on managing your IT services and delivering value to your business.

Fully Supported & Upgradable Integrations

Axios has a dedicated Integrations Team that provides support for all of our customers' integration needs. We recognize the need for tight integration of data right at the start of implementation – from populating the system with users and CIs, to loading events from monitoring tools, reaching out during change workflows to load software or shut off accounts, all the way to leveraging financial data and getting to deeper level analytics. Our dedicated Integrations Team is here to ensure our customers can leverage all of their data. Our team supports and maintains integration integrity throughout the lifetime of the solution.

Highlights of the Most Common Integrations:

- Contact User Gateway integrations include Active Directory, SAP HR, Workday, and other LDAP sources
- CMDB Gateway integrations include Microsoft SCCM, LANDesk, Altiris, CiscoWorks, and Fujitsu
- Alert Bridge integration examples include Microsoft SCOM, SolarWinds, and Nagios
- Event Bridge integration examples include ITSM or CRM tools, such as HP's Service Manager, BMC Remedy, or SAP





Ensuring Maximum Coverage and the Fastest Possible Implementation

Axios *assyst* Integration Options



User Data

The Contact User Gateway is an essential offering that enables organizations to replicate their user information from multiple existing sources into *assyst* at scheduled intervals. These include, but are not limited to, LDAP sources such as Active Directory, HR systems, or flat files. The benefit of this is the ability to leverage a more cohesive and up-to-date user profile in one central place within *assyst* for superior customer service support.



Inventory & Asset Data

Managing discovered inventory data is made easy with the *assyst* CMDB Gateway toolset. Pre-built data collectors allow organizations to automatically load inventory and relationship data into the *assyst* CMDB from a variety of third-party tools. Organizations can quickly and cleanly populate the *assyst* CMDB with infrastructure and item data deemed to come from reliable sources that has been mapped and reconciled with the existing data, easing the burden typically encountered with managing infrastructure data.



Email – Inbound & Outbound

Inbound emails can be managed and processed via our Mailbox Reader. This included utility processes incoming emails to *assyst* by listening to either a POP3 or IMAP mailbox and then uses them to create new Incidents and Requests or add updates to existing Incidents and Requests. Because the Mailbox Reader helps eliminate the manual effort to log emails, agents have more time to resolve issues and fulfill requests.

Outbound emails can be generated within *assyst* based on actions taken within the tool or automated by triggers in a process based on your organization’s business rules. SmartMail, *assyst*’s email gateway, facilitates seamless integration of *assyst* with your corporate email system. It can send HTML, RTF, and plain-text emails to individuals, groups of users, paging systems, and other tools.



Telephony Systems

assyst’s robust functionality provides convergence between telephony technology and *assyst* through its *assyst*CTI (Computer Telephony Integration) and IVR (Interactive Voice Response) interfaces. *assyst*CTI works with your internal PABX (Private Automatic Branch Exchange) system to validate and match the inbound telephone number to a user ID and automatically populate the logging screen with the appropriate data. By automating the front end of a customer interaction, organizations can improve agent efficiency and speed, resulting in increased customer satisfaction.

Organizations with IVR systems can leverage touchtone keypad or speech recognition commands to prompt and capture data about the caller’s issue to intelligently log and route the call to the proper team/individual. Self-help options can also enable a caller to resolve his/her issues without speaking to an agent. IVR can greatly reduce call volumes allowing agents to focus on resolving issues rather than getting tied up simply logging them.



Event Monitoring Tools & ITSSM Solutions

Monitoring tools can raise events within *assyst* so that the Service Desk is quickly alerted to outages that impact services, filtering the noise and distractions commonly associated with alerting systems. The *assyst* Alert Bridge leverages business rules to link the systems together and transmit critical data, bidirectionally reducing the need to jump between tools and interfaces. Similarly, organizations who need to connect to other ITSSM tools, such as those of a supplier, can use our Event Bridge which provides a bidirectional exchange of ticket data, such as incidents and requests. By using an Alert or Event Bridge, an organization can effectively interface between existing Alerting or Service Management environments, creating visibility and fostering dynamic interaction between the two systems.



Other Tools

assyst’s Utilities and APIs allow your information to be easily interwoven from your existing investments into *assyst*. Thus, you can ensure a smooth and integrated user experience, as well as relevant and up-to-date information for the user. Tools such as the Import Utility and Data Workbook allow easy manipulation and uploading of raw data and simple files. Making data available via API supports faster and easier data migration and improved data quality review and cleanup. *assyst*’s APIs include *assyst*Connect, *assyst*REST, and Web Services.

SERVICE DESK & IT SERVICE MANAGEMENT SOFTWARE SOLUTIONS

Axios Systems is solely focused on providing ITSM solutions. As a recognized innovator of leading edge technology, Axios continues to transform IT into business-centric service providers. Axios’ enterprise ITSM software, *assyst*, is designed through customer driven, agile development to support people, processes, and technology. *assyst* was created to deliver simple, yet powerful ITSM software that’s easy to use and maintain. Axios is a global company with offices across the Americas, Europe, Middle East, and Asia Pacific. For more information about Axios Systems, please visit www.axiossystems.com

