

Third-Party Integrations



Challenge: Lack of Service Desk Integration with Third-Party Systems

As organizations grow, they tend to acquire numerous software solutions that meet a variety of needs across IT and business domains. The result is often an array of disjointed systems—frequently containing duplicate information—which cause operational inefficiencies and redundancy, hinder communication and collaboration, and are costly to maintain.

In order to streamline key IT and business processes and reduce costs, it's imperative that IT organizations ensure interoperability among systems. For IT service management (ITSM) leaders, this means implementing a service management platform that can be easily integrated with key data sources and third-party products, so as to facilitate the seamless exchange of data via a single system of record, orchestration of workflows, and simplified administration.

Solution: Cherwell Service Management Integrations

Cherwell Service Management provides the tools and capabilities including a canonical REST API to integrate with business, security, discovery and inventory, infrastructure, and many other popular third-party solutions from vendors such as CA, Solarwinds, VMWare, Microsoft, SAP and Bomgar. If a prebuilt connector doesn't already exist, integrations can be built or delivered as a service by the Cherwell Professional Services team or by a Cherwell Service Partner. The Cherwell integration service provides and maintains integrations using the Jitterbit Integration Platform Service (iPaaS) as a central hub for multiple integrations.

Cherwell integrations are "deployment-agnostic," which means you can choose on-premises, SaaS, or third-party hosting, with access to the same tools and capabilities regardless of how you choose to deploy. Cherwell integrations are also "upgrade-resilient," which means your integrations are safely protected and maintained throughout the upgrade path.

Integration Types

- Out-of-the-box connectors that require little to no configuration
- Orchestration packs that can be configured and customized to suit your needs
- Manual integrations using imports and industry standard techniques including REST APIs
- Cherwell and partner integrations, extensions, and solutions that can be downloaded from the Cherwell mApp Exchange

Benefits

- Extend your service desk capabilities with best-in-class complementary solutions
- Maximize technology investments by leveraging existing data sources
- Offer service management capabilities to non-IT functions across the business
- Access and view data from disparate systems through a single pane of glass
- Configure integrations without the need for costly development or programming resources

Key Integration Types



Out-of-the-Box Connectors

Cherwell Service Management includes out-of-the-box (OOTB) integrations that require only minor configurations to turn on/off, such as Microsoft Active Directory address book and authentication, Cherwell Discovery and Inventory, and Microsoft Outlook. Cherwell Service Management provides tools and functionality specifically designed to assist in configuring OOTB connector integrations.



Orchestration Packs

Cherwell provides orchestration packs that are a group of software "runbooks" with varying levels of configuration to meet your needs. Delivered as Cherwell mAppTM ("merge-able application") content via the Cherwell mApp Exchange, orchestration packs include integrations with cloud service platforms and management solutions such as AWS, Microsoft Azure, and VMware vRealize. Orchestration packs also extend integrations with technologies such as Microsoft Active Directory and Microsoft Exchange.



Cherwell Integration Service

Cherwell provided and maintained integrations as a service delivered on the market leading Jitterbit integration platform as a service (iPaaS). Simplify maintaining multiple point-to-point integrations with thousands of potential applications.



Canonical API and Custom Integrations

Use external table imports, PowerShell, and Industry standard protocols, including Web Services (REST, JSON, XML, etc.), C#, Java, ODBC, LDAP, CSV, Excel, and SMTP to integrate with additional applications and technologies. Cherwell Service Management administrators can manually configure or create such integrations on their own or, if desired, work with Cherwell Professional Services or a Cherwell Service Partner for assistance.



Cherwell "Merge-able Applications" (mApps)

Cherwell mApps are a delivery mechanism for Cherwell and partner-provided integrations, extensions (e.g. surveys and enhanced process templates), orchestration packs, and line-of-business solutions for HR, Facilities, or Security teams. These are shared on the Cherwell mApp Exchange, an online marketplace where IT teams can choose from hundreds of mApps and deploy new IT and business solutions without writing code.

