

# iET® Integration Center

## Flexible Data Integration Capabilities for IT Service Management

### FEATURES AND BENEFITS

- ▶ Seamless integration with iET ITSM
- ▶ Access to all LDAP v3.0 compatible directory services
- ▶ Central rights management through tight integration with enterprise-wide rules and processes for identity and access management
- ▶ Increased security through extension of LDAP access protocol with SSL protocol connection
- ▶ Quick and systematic merging of data from a variety of sources
- ▶ Easily define mapping rules and configure data sources within the graphical user interface
- ▶ Comprehensive review processes ensure data accuracy
- ▶ Supports common standards such as CSV, XLS, ODBC, XML, Web services, LDAP/ADS
- ▶ Based on .NET 3.5 and ASP.NET
- ▶ Event-driven communications based on common standards such as SOAP and WSDL
- ▶ Flexible configuration capabilities with iET Developer's Studio

### The Most Complete Solution for Continual Service Improvement

iET Solutions provides the industry's most flexible and comprehensive, out-of-the-box IT Service Management (ITSM) solution. Fully integrated, highly configurable and built to scale, iET ITSM can easily meet any organization's needs – On-premise or SaaS.

With additional modules for ITIL® process analysis and optimization, smartphone accessibility, phone system integration, and entitlement-based software asset management, iET Solutions offers the most complete package for continual service improvement. Every business is unique and our solutions are built to work the way you do.

### Data Integrity through Integration with Third Party Systems

iET Integration Center is an add-on module that seamlessly connects data from third party systems into iET ITSM. By easily integrating data from HR systems, materials management and purchasing systems, organizations are able to reduce the time spent on repetitive processes and ensure high data integrity. iET Integration Center is comprised of the following modules:

- ▶ iET LDAP Importer
- ▶ iET Data Connector
- ▶ iET Web Services

#### iET LDAP Importer

With iET LDAP Importer, businesses can consolidate data from various directory services through seamless integration between iET ITSM and existing enterprise-wide Identity Management systems. Through easy to use configurability and fast data import, users can effortlessly customize rules to automate updates between organizational and employee data and the LDAP directory within iET ITSM. With iET LDAP Importer, users always have real-time access to the most accurate data.

#### Benefits and Technical Specifications:

- ▶ Seamless integration with iET ITSM permits the easy execution and administration via the iET ITSM interface
- ▶ Access to all LDAP v3.0 compatible directory services such as Active Directory, NDS, Notes Domino, ADAM, Sun eDirectory
- ▶ Central rights management through tight integration with enterprise-wide rules and processes for identity and access management
- ▶ Increased security through the extension of the LDAP access protocol with the SSL protocol connection

#### iET Data Connector

iET Data Connector provides organizations a quick and easy way to standardize data synchronization at fixed times with XML or CSV files, relational databases or Web services. For example, iET Data Connector can be used to link iET ITSM with an ERP system to sync critical information across various business units. Automatically deliver crucial business information to the ERP system by updating the master data and the configuration management database (CMDB) via two-sided structured data exchange.

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### Benefits and Technical Specifications:

- ▶ Tight integration with iET ITSM allows quick and systematic merging of data from a variety of sources
- ▶ Easily define mapping rules and configure data sources within the graphical user interface of iET ITSM
- ▶ Comprehensive review processes ensure data accuracy
- ▶ Supports common standards such as CSV, XLS, ODBC, XML, Web services, LDAP/ADS

### iET Web Services

iET Web Services is a generic Web service interface which enables data to be merged across the business. Through iET Web Services, organizations are able to provide real-time communications across the organization and to customers, reducing implementation time and improving data integrity.

### Benefits and Technical Specifications:

- ▶ Based on .NET 3.5 and ASP.NET, iET Web Services can integrate with virtually any external data source
- ▶ Easily integrate the entire process model from iET ITSM
- ▶ Event-driven communications based on common standards such as SOAP and WSDL
- ▶ Flexible configuration capabilities with iET Developer's Studio, the graphical development environment which comes standard with iET ITSM
- ▶ Extensive test options

### iET Integration Center: Data Integration to Fit Your Unique Needs

Each organization is unique and complex. With multiple systems spread throughout the company, you'll need a quick, easy, and flexible solution for data integration: iET Integration Center reduces time spent on redundant processes, improves communication capabilities, and ensures you always have access to accurate data.

### ABOUT iET SOLUTIONS

iET Solutions, a division of international software and services company UNICOM Global, provides a flexible and comprehensive out-of-the-box service management suite that is designed to support ITIL® best practices. Fully integrated, highly configurable and built to scale, our certified software solution, iET ITSM, can easily meet any organization's needs. iET Solutions has been awarded with the PinkVERIFY™ 2011 and glenfiPassed™ certificates for 12 ITIL® processes. More than 600 companies in 26 countries benefit from the iET Solutions software offerings.

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