

Data Sheet

Ticketing Integration Services

Automate support workflows by integrating
your ticketing system with Virtustream's

Manual ticketing and API-to-API connections are often cumbersome for large organizations, causing valuable work hours to be lost daily due to slow response times, human error, and lack of monitoring. Virtustream's ITSM Ticketing Integration Services address these concerns by connecting Virtustream's ServiceNow instance directly to your ticketing tools via cloud-based technology, enabling real-time, automated workflows between your ticketing system and Virtustream's.

Ticketing Integration Services leverage enterprise-class connector automation to enable immediate engagement and full ticketing lifecycle visibility. The result: Near real time response and quicker time to resolution for your organization's ongoing support requirements. Hosted at a SOC 2 Type II compliant data center, Virtustream's ticketing integration presents a secure way to unify your environments and configure application integrations, APIs and data quality controls.

Simple Five-Step Integration Process

Align operational processes and increase efficiency through streamlined interactions and a simplified five-step integration process:

1. Operating Model Definition
2. Connectivity Establishment
3. Field Mappings
4. Testing
5. Deployment

Key Benefits

Workflow Automation: Linking the customer's and Virtustream's ticket systems through field mapping, enabling automated, bi-directional updates from ticket submission to closure.

Secure Integration: Developing a secure, integrated, monitored connection between ticketing systems to increase scalability, heighten error event detection and correction, and provide in-depth visibility at the system level.

White-Glove Service: Virtustream experts handle the setup of the ticketing integration environment and ongoing maintenance once the connection is in place to further optimize integration capabilities and rapidly resolve disruptions.

"We have conversations with Virtustream every day. Our instances of ServiceNow are integrated so that if we put in a ticket on our side that should go to them (Virtustream's Support/ Services team), it goes right to them. It's like a dance, but it's more of a well-done tango than a waltz."

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Customer-Specific Collaboration

Throughout delivery and set-up of your ticketing integration modules, Virtustream collaborates with your organization to guarantee the delivery meets your specific support needs. This includes discovery and gap analysis, documentation and training, customer-side configurations and connector installation, and development of a client specific implementation timeline, including post-deployment QA and testing.

Contact Us

For more information about our xStreamCare Services portfolio, please [visit our website](#) or [contact us](#).

About Virtustream

Virtustream LLC, a Dell Technologies business, is the enterprise-class cloud company that is trusted by organizations worldwide to migrate and run their mission-critical applications in the cloud. For enterprises, service providers, healthcare organizations and government agencies, Virtustream's xStreamCareServices expertise combined with the Virtustream xStream® Management Platform and Infrastructure-as-a-Service (IaaS) meets the security, compliance, performance, efficiency and consumption-based billing requirements of complex production applications in the cloud – whether private, public or hybrid.

