



Designed for progress™

" Modular architecture, reusable plugins, and message normalization - 1Gateway is so flexible that only your imagination defines the limit. "



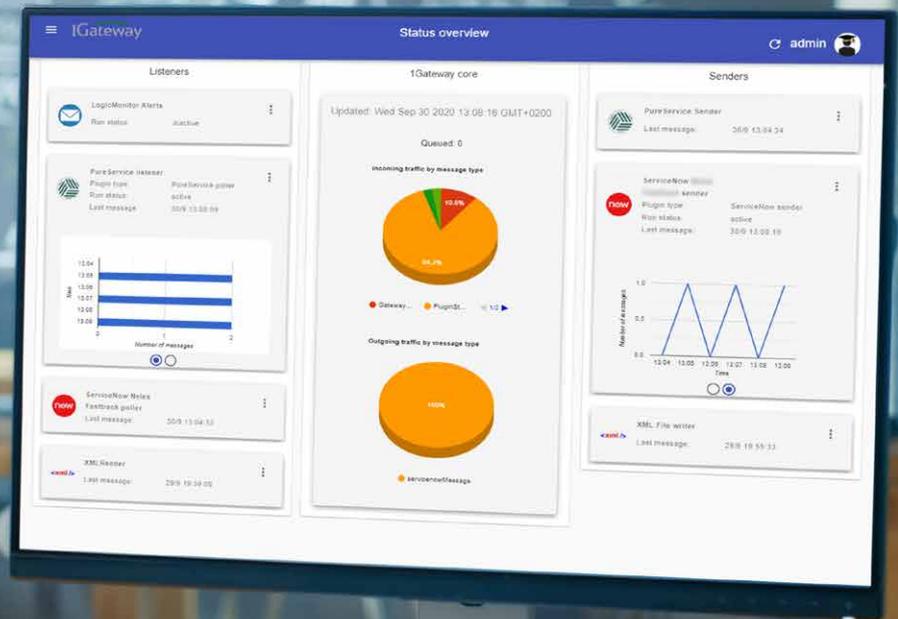
Mikael Ahlberg, Technical Manager

Starting point

- Increasing costs to maintain in-house developed integration
- Big effort to connect with new customer tools
- Limited flexibility with the in-house solution

Benefits

- ✓ Reduced operating costs due to improved stability
- ✓ Faster onboarding of new customers thanks to reusability
- ✓ Flexibility for future integration due to standardization



1Gateway Reduce operational expenses with standardized Service Desk integration

Infor customers escalate incidents from their service desk tool directly to their managed service provider in near-real time. The standard software 1Gateway replaces an in-house developed custom solution with a bidirectional message exchange between Infor's service desk, based on PureService, and various different service desk tools used by Infor's customers. The 1Gateway approach improves the stability of data exchange, reduces operational expenses, and adds flexibility.

Infor, with its headquarters in New York City, is a global leader in business cloud software products for companies in industry specific markets. Around 17,000 employees at 140 locations serve more than 65,000 customers in 178 countries. For tracking standard ITIL processes such as incident-, change- and service-management, Infor uses PureService. The customer's service desk tools are connected bi-directionally to PureService to streamline the service delivery process. "The ability to automatically exchange and synchronize information between Infor and our customers enables us to be much more responsive to our customers' needs," says Mikael Ahlberg, Technical Manager at Infor.

Bottleneck inhouse solution

Before 1Gateway, Infor used a series of different tools to integrate service desks. Batch jobs and scripts had to be added to get the solution to work. Keeping all the pieces together



was time-consuming and error-prone. The costs of the solution increased with every new customer, and the cost of onboarding new customers became unpredictable. "More and more, we experienced performance issues along with information that was lost when jobs did not execute correctly. Furthermore, connecting with a new customer's tools required a huge configuration effort. All this significantly limited our ability to address new requirements quickly," Ahlberg adds.

Standardization leverages flexible integration

Back in time, when using the in-house solution, the team gained valuable experience about integration. For Ahlberg, it was obvious: "To cope with the increasing complexity, we need an integration tool that is easy to configure, stable, performs well and can be modified quickly to meet new requirements." Compared with other tools, 1Gateway integration stands out with just these essential attributes. Ahlberg and his team recognized that 1Gateway has the foundation to address any future integration needs. "Modular architecture, reusable plugins, and message normalization make 1Gateway so flexible that only your imagination defines the limit." Ahlberg concludes with a smile.

Competent experts for fast go-live

The product capability was verified in a proof of concept (PoC). "Since there was no PureService plugin available at the beginning, customer scenarios were tested using ServiceNow and XML plugins instead," Ahlberg recalls. "The PoC confirmed: with 1Gateway we would not just replace our in-house solution with a standard product but gain the necessary stability and flexibility we had been looking for," says Ahlberg.

Therefore, the next step was obvious to all. Infor operation experts and 1Gateway development jointly defined the 1Gateway implementation project, which included the development of new PureService plugins. The agreed deadline for the additional plugins was met and the product was put into production shortly after that. "That was a valuable experience, and confirmed that we had chosen the right product and partner," states Ahlberg. "An implementation like that is only possible when, on the one hand, the customer is treated as a partner, and on the other hand, direct contact with competent experts is established from the very beginning," he says to complete the statement.

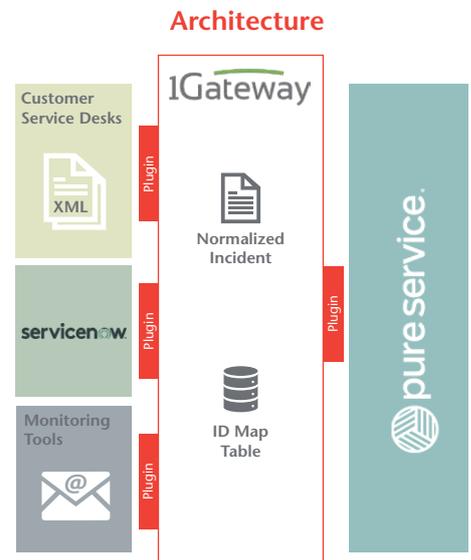
More stability, faster onboarding

Today's service desk synchronization is super stable and reliable. "Delays in data transfer or loss of information are problems of the past," says Ahlberg. Whenever Infor adds a new customer to its standard process, the effort is reduced to configuring the connection to the customer service desk tool. That makes the onboarding process predictable. "The message normalization and reusability are unique attributes of 1Gateway. We can now look into the future knowing we have got 1Gateway doing the job," concludes Ahlberg.

" Onboarding new customers has become much faster and, combined with improved stability and flexibility, we can reduce our operational expenses. "



Mikael Ahlberg, Technical Manager



1Gateway converts incident information from any customer tool into a normalized incident format. Based on field mapping and routing, the information creates an incident in PureService. Additionally, 1Gateway enriches each incident with a unique ID to keep track of the communication status between all participants. Normalization and the unique ID ensures that modifications done on any previously synchronized incident are kept up to date on its peer system(s). 1Gateway also converts external events into PureService tickets, making it very easy for Infor's customers to open tickets automatically when their monitoring tools detect a problem.