



ENTERPRISE INTEGRATION AND AUTOMATION

Supercharge Your
Organization with iPaaS



ONE PLATFORM.

**EASY-TO-USE ENTERPRISE
INTEGRATION & WORKFLOW.**

With an average of 185 systems across the enterprise, **data integrity, system integration** and **workflow** can become a struggle... iPaaS can help.

Integration Platform as a Service (iPaaS) is Changing How Companies Connect Technology, People and Process

Today's Challenge: Proliferation of point solutions has created a scenario where organizations have redundant data stored in multiple locations. Workflow between these applications can be daunting and building the connections, simply too time-consuming. Catching up to the backlog is daunting.

OOTB Connectors to Common Systems

Get access to a variety of prebuilt, out-of-the-box connectors to popular systems including: Office365, Workday, DocuSign, AWS, Azure, Banner, Splunk, EPIC and Salesforce. In addition, you can connect ticketing systems such as TeamDynamix or other popular platforms.

API Management

Gain API management, as well as the tools needed to create better, more secure connections to systems you use daily.

Data Management / Synchronization

Pull data together through connectors – harmonizing and transforming it – so it can flow back and forth between all the systems used within your organization and across the workflows you've built into one "golden record."

Drag & Drop Flow Building


Quickly build workflows with a visual flow builder. No coding required, drag and drop functionality allows you to automate processes and save time.

Form Building & Deployment

Automate your data intake workflows with forms. No developer resources or data entry needed. Get flexible workflows across applications using forms data.

Troubleshooting & Audit in Real-time

With TeamDynamix iPaaS you can test your workflows as you build them, troubleshooting your connections and flows in real-time. Watch your data as it moves through connected systems.



“We didn't want to build a bunch of point-to-point integrations, rather we wanted to leverage iPaaS to manage all integrations to one data warehouse.”

-KEN LIBUTTI, CHIEF INFORMATION OFFICER

Connecting the dots between technology, people and process has never been easier.



Aggregate Data for a Single View of Customers, Employees, Sales, Marketing

Easily pool data from multiple sources to one single 'Golden Record'. Data can be pushed into one system of record, or it can be aggregated to a data lake.

- Customer Journey Mapping
- Employee/Talent Management
- Student Data

Improve Process Flow Across Multiple Applications and Departments

Remove manual processes and redundant data entry to streamline key processes:

- Onboarding New Employees
- Onboarding Customers
- PO to Invoice Matching & Approvals
- Recruiting & HR System Flow
- Document Signatures

“I’m not a programmer at all...I like to call iPaaS ‘Lego programming’ because you just snap everything together and it works.”

- DAVID MITCHELL,
ENTERPRISE APPLICATION ADMINISTRATOR

Solving Data Challenges with an Integration Platform

Mature organizations can have hundreds of software applications in use at any given time. For many IT departments, the idea of wrangling all these systems together can be daunting – especially when there are competing priorities and limited resources. In fact, in a recent study with IDG/CIO.com, 89% of study participants reported an integration backlog. With a centralized enterprise integration and automation system, you can maintain a library of connectors for data integrity. This is why so many IT leaders are turning to iPaaS.

89% of organizations state they are trying to work through an integration backlog... we can help.

Integrate Your Systems with a Library of Prebuilt Connectors

Connect to the systems you use every day or easily build new connectors. Stop worrying about poorly built or unknown integrations that pose a security risk. With iPaaS you can find, understand and use APIs with confidence and simplify, centralize and secure connections. Reduce integration building time by up to 90%. Leverage the library of pre-built connectors or use the connector concierge service to have new ones created to specific integration points as needed.

Gain Control with API Management

Because we often work in an ecosystem of hundreds of systems, we've likely generated hundreds of APIs and bespoke scripts. Now, many organizations are seeking to gain better control over these integration points in order to improve security and user controls. The TeamDynamix iPaaS solution is designed to help you with API management, while also giving you the tools needed to create integrations and workflows.

“The integration of people, process, and technology is really important to us. What we are doing now is looking at where we can automate some of those more manual processes.”

- VIKKI MASSEY, DEPUTY CIO



Quickly Build Workflows Without Technical Resources

With hundreds of software applications in use at any given time, it can seem daunting to try and integrate all the systems so data flows appropriately and securely. Especially when IT has competing priorities and limited resources. Over time, most companies use APIs and point-to-point integrations. However, these bring additional security risks, and without a central hub to monitor and maintain the integrity of these integrations many organizations are blind to inappropriate usage and security issues. That's where iPaaS comes in.



Easy-to-Use, Codeless Building Block Flow Creation

Perhaps the most common use case for iPaaS is the employee onboarding process. This process is often selected as the first to tackle because it crosses so many different groups, has many different hand-offs and usually needs to be executed quickly. For instance, when HR is ready to onboard, there will be a ticket generated – this can happen in your Enterprise Service Management (ESM) platform, an IT ticketing platform or even a system such as Workday. Once triggered, the iPaaS solution can get the process underway. To start, for example, the user gets provisioned in the Active Directory, an email is created and then a user account.

Connect Your Organization with Enterprise Workflow

Workflow and data flow exists all over the organization, from onboarding a new employee to processing a purchase order or routing a sales lead. Each process touches multiple systems, departments and ultimately people. By implementing iPaaS, companies can easily build workflows to connect the dots.

The image shows a screenshot of a web form titled "Request for a Leave of Absence" filed with the Registrar's Office. The form includes fields for Name, Date, Email, ID, Major(s), Adviser(s), Anticipated Graduation Date, Credits earned to date, Credits in progress, and When would you like your leave of absence to begin? (Spring Semester). There are also checkboxes for "Undeclared" and "Why are you taking a leave of absence from Whitman College?" (Another College). A workflow diagram is overlaid on the right side of the form, showing a sequence of steps: a cloud icon with circuitry, a Salesforce logo, a DocuSign logo, a Microsoft Teams logo, and an Office 365 logo, all connected by dashed lines.

“ It’s one of the reasons we went with iPaaS. We wanted to get the tool into the hands of non-engineers and see what they could do.”

- KEVIN COOK,
APPLICATION SYSTEM ENGINEER

“We want to be able to automate and promote more self-service so there are fewer individual tickets for our frontline technicians to process. This allows our higher-level technicians to better manage the health of our services without needing to do so many manual, routine processes.”

- JP BRANNAN, ITSM TOOLS SERVICE MANAGER

Supercharge IT Service Management; iPaaS Let's You Connect the Dots & Take Action

For organizations looking to take service management to a new level, iPaaS can offer increased automation and connectivity. From ITSM to full-blown ESM, iPaaS helps you create sophisticated flows and integrate data across multiple applications.

- Trigger PowerShell scripts from TDX workflows and other tools.
- Simultaneously create multiple tickets in multiple applications to manage complex processes.
- Route and assign tickets based on advanced business logic.
- Monitor TDX and receive alerts for new assets or changes to tickets/assets.
 - Update data in TDX
 - Update data in third party systems
- Pull data from TDX into a data warehouse.
- Conduct mass ticket updates based on business logic.
- Modify TDX user settings based upon logic and workflows.
- Spawn work items in third party systems like JIRA from TDX tickets.
- Respond to webhooks by automatically modifying ticket or asset/CI data.

What else could you do?

- Automatically create a project, ticket, asset... after workflow approval.
- Update asset/CI data from a closed change.
- Update custom attribute choices automatically from third party systems.
- Keep CMDB/Asset data up to date in TDX when changes are made in other systems.

Enterprise Service Management Becomes Smart Service with iPaaS

Enterprise Service Management helps companies create a single, unified service-oriented platform that allows groups such as HR, Marketing and Facilities to offer an online knowledge base coupled with the ability to execute service requests.

Self-Execute a Name Change Request

A form presents to the employee for a Name Change, the employee completes all the fields on the form and this routes to HR for approval. Upon approval, workflow executes to modify the name in every possible location – this would include the active directory, your ERP or HRIS, all applications (Zoom, Office365, Salesforce... the list goes on).

Request for Customer Gift from Marketing

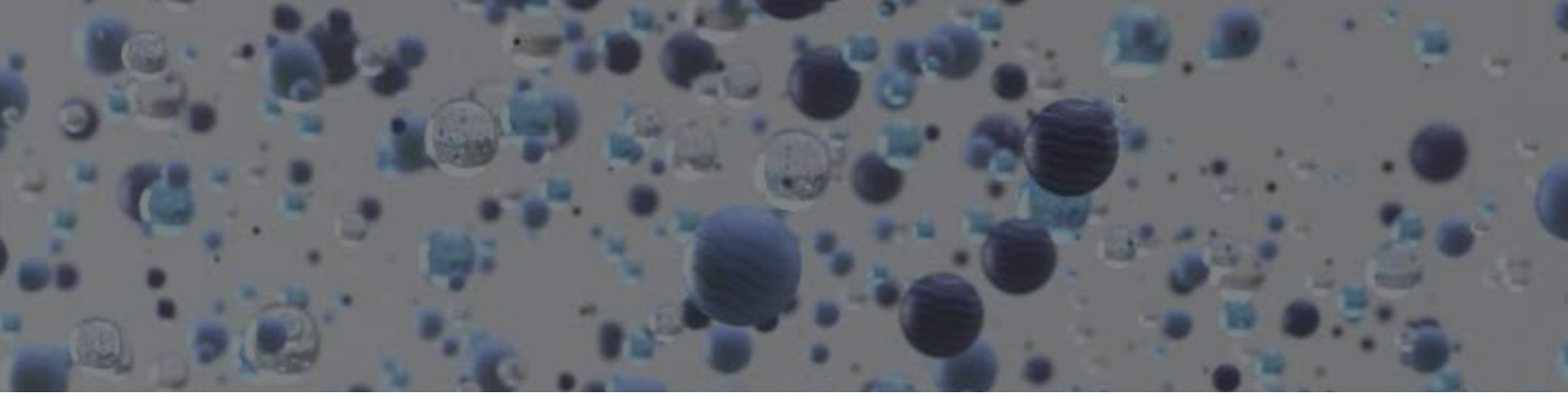
A service request goes in, this then executes a flow that will automatically place an order in the company store using the customer address in Salesforce, sends a copy of the invoice to accounting with approval, and notifies the sales rep that the process is completed.

Onboarding Request Kicks Off an Employee Welcome

Upon completion of the onboarding process, the system creates a trigger to the CEO to send out a welcome note to the employee, this could include a text, email or a phone call.

“ In iPaaS we find the groundwork being laid for a digital future, as the products in this segment generally are lighter, more agile IT infrastructure suited for the rapidly evolving use cases around digital business.”

-BINDI BHULLAR, RESEARCH DIRECTOR AT GARTNER

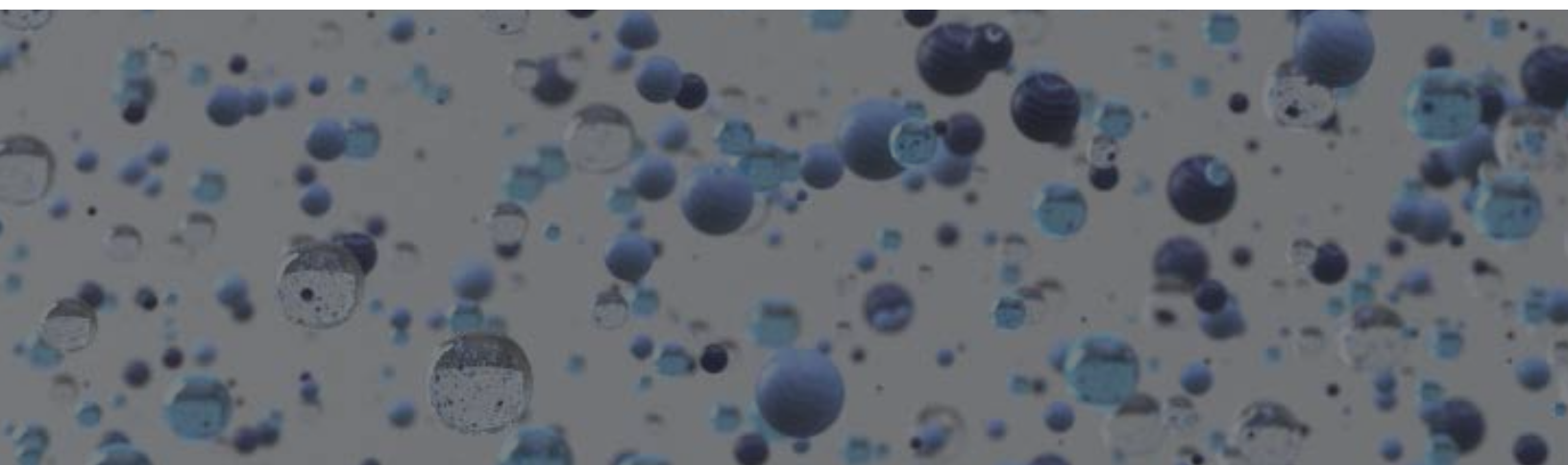


“ We want to be able to automate and promote more self-service so there are fewer individual tickets for our frontline technicians to process. This allows our higher-level technicians to better manage the health of our services without needing to do so many manual, routine processes.”

- JP BRANNAN, ITSM TOOLS SERVICE MANAGER

“ In the current competitive business world, digital transformation is the topmost strategic priority for every organization.”

- IDC'S CUSTOMER INSIGHTS AND ANALYSIS GROUP SENIOR RESEARCH MANAGER, ASHUTOSH BISHT



89% of companies say they are dealing with a data integration backlog, even if they're using a third-party resource to help. Why? There simply aren't enough resources to handle the workload. - IDG/TeamDynamix Market Study

Simplify Your Digital Transformation Roadmap

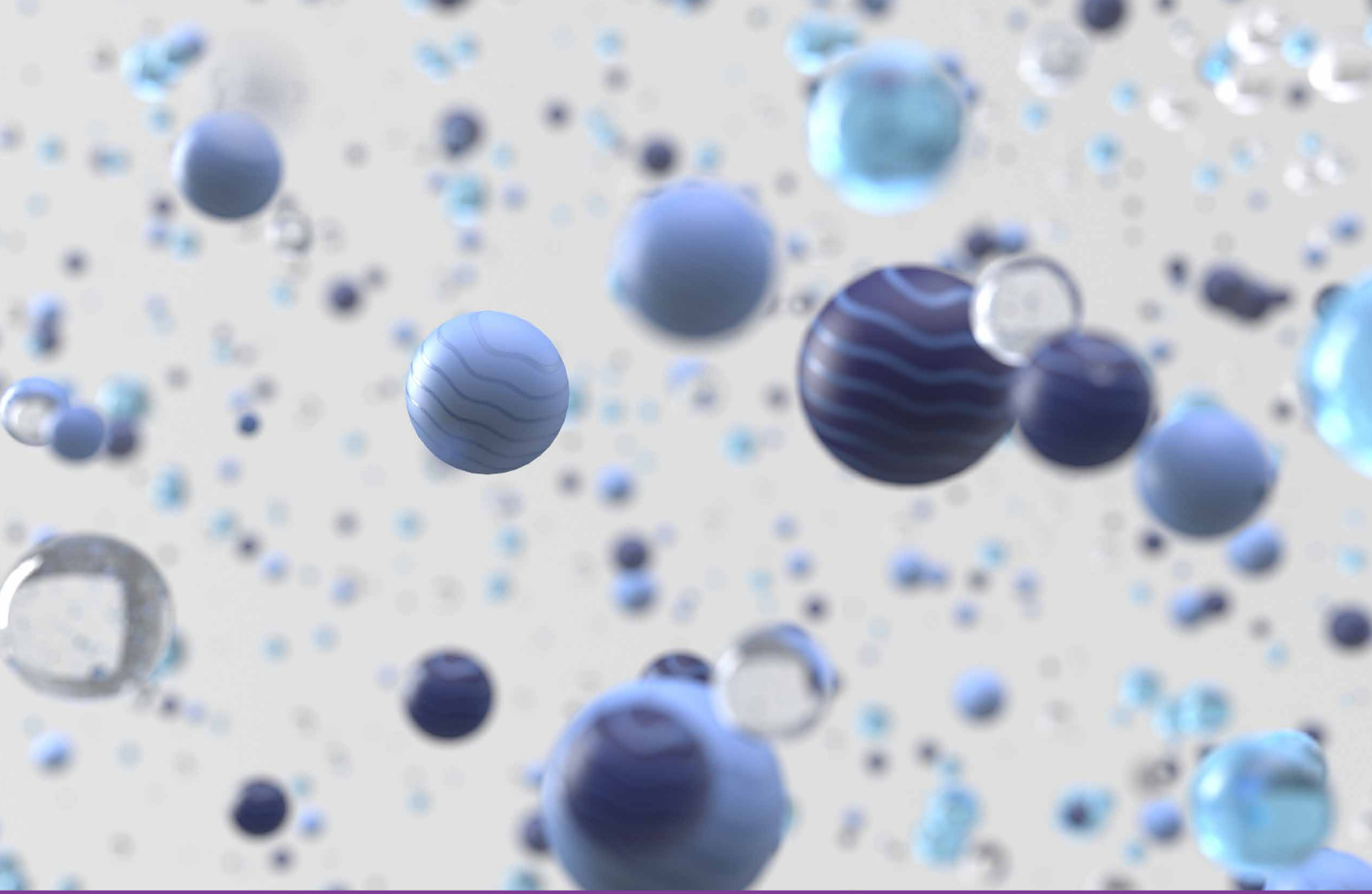
Over the last few years, companies have been quickly working their way towards digital transformation - modernizing aging IT infrastructure to provide better service and delivery at a time when resources are limited and, in many cases, overburdened.

As organizations look to best leverage resources - human capital and data alike - iPaaS is emerging as a foundational component in tech strategies.

Integration and Modernization Doesn't Have to Be Burdensome

iPaaS helps seamlessly connect software applications and synchronize data. This synchronization can have long lasting benefits to an organization's operations including:

- **Cost-effective integration.** By implementing iPaaS, organizations can supercharge their teams with a library of pre-built connectors to systems that are used every day. All of this connectivity provides the backbone for digital transformation.
- **Improved security and compliance.** Extensive use of APIs has opened organizations to security risks, while bespoke scripts are often uncontrolled and undocumented. With a centralized integration platform, access points and workflows are controlled.
- **Creation of the golden record.** When data resides in disparate systems, organizations have a hard time achieving a single source of truth. With iPaaS, organizations can harmonize and transform data so that they are able to point to a true record.
- **Improved accuracy.** Because iPaaS leverages a centralized connector library, creating workflows is easier and more straightforward. CIOs can be more secure in the workflows and connectivity built across their 100+ systems.
- **Greater employee efficiency.** Process automation is a key outcome of true digital transformation. The ability to quickly and easily build workflows using a visual flow builder helps employees do more, in less time.



TeamDynamix