

Connect Cherwell

Leverage Cherwell to Improve the Speed of Your Business



Elevate Your Power of Performance

Jitterbit is the platform of choice for Cherwell users that need to integrate Enterprise Service Management processes with any on-premise or cloud-based system. Jitterbit can quickly and easily integrate tickets, cases, work order management, and security incidents with HR, ERP, PPM or other operational systems, giving Cherwell users access to key service data from any app.

Having a best-of-breed IT Service Management (ITSM) tool allows IT teams to automate, implement, and modernize service and support processes to circumvent any operational obstacles in throughout your business workflows.

Integrating Cherwell solutions offers enterprises and their users the ability to be better prepared, make smarter decisions, serve more customers, and increase revenue and customer satisfaction by optimizing end to-end service operations.

With Jitterbit you can:

- Get real-time visibility of customer history to bring a consistent approach to managing workloads
- Optimize the value of Cherwell with up-to-date, consistent and actionable data
- Interact with ERP, HCM monitoring applications to get a single, complete view of operational workflows
- Receive proactive and automated notifications while synchronizing service management with hardware

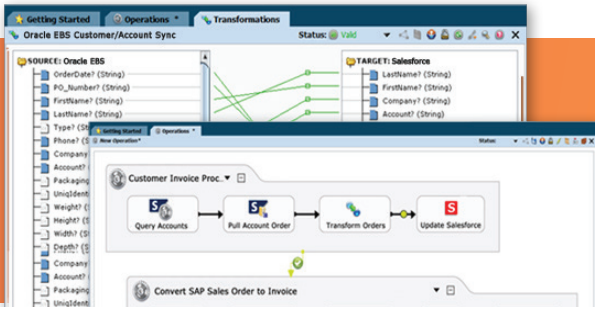
BENEFITS OF CONNECTIVITY

- ✓ Gain real-time visibility into all aspects of the business
- ✓ Deploy on-premise or in the cloud
- ✓ Basic to highly complex integrations in a matter of days
- ✓ Accelerate time-to-value
- ✓ Manageable and extendable versus custom coded end- to-end service solutions
- ✓ Quickly and cost-effectively adapt to evolving IT and business needs

**For more information
contact your Cherwell
Technical Alliances at**

TechnicalAlliances@Cherwell.com

One Platform Limitless Opportunities



The Jitterbit Harmony API Integration Platform enables companies to integrate thousands of applications and data sources as well as create and publish APIs from existing systems.

By using an intuitive platform that combines integration and APIs into one solution, enterprises can:



DESIGN INTEGRATIONS

- Connect any data, app, or device
- Intelligently map data fields
- Build powerful workflows
- Infuse any application with artificial intelligence
- Automate business processes to streamline operations



DEPLOY ANYWHERE

- Create and publish APIs internally or externally
- Run cloud, on-premise, or hybrid
- Create secure local connections with lightweight agents
- Scale elastically to meet needs in real time
- Count on high availability with smart agent groups



MANAGE FROM ANY DEVICE

- Manage from the Harmony Cloud
- Provide secure access with user-based permissions
- Get real-time alerts and a complete audit trail
- Optimize intelligently across unlimited environments
- Manage your APIs and view enhanced analytics

CONNECT TO 1,000+ ENDPOINTS

APPLICATIONS

- Cherwell
- Workday
- Salesforce
- SAP
- NetSuite
- Microsoft Dynamics (CRM, AX, GP, NAV, SL)
- Oracle
- Splunk
- Cisco
- and more

APIs

- Web Services (SOAP, REST), HTTP/S
- Custom API publishing and management
- OData Services
- and more

DATABASES

- Oracle
- SQL Server
- DB2
- MySQL
- Sybase
- and more

OTHER PROTOCOLS

- JDBC/ODBC
- FTP
- File Shares
- LDAP
- SMTP/POP3
- and more

DATA FORMATS

- JSON
- XML (WSDL, XSD)
- All EDI (X12, EDIFACT, TRADACOMS, XML, CICA, HL7, etc.)
- Flat/Hierarchical Text Structures
- and more

EXISTING SOA PLATFORMS

- webMethods
- Tibco
- IBM WebSphere
- BEA WebLogic
- and more