



Integration Management



Provance's Integration Management capabilities give you the flexibility to quickly integrate and adapt to your unique environment. This ensures tight integration with the many peripheral islands of information and automation in your organization, including Service Desk, ERP, Discovery, Invoicing Systems, User Databases and Directories, Catalogs, and Network Management Systems (NMS).

As one of the main capabilities of the Provance IT Services and Asset Management Suite, Integration Management provides:

- ❖ Integration with the leading Service Desk, NMS, ERP, and auto-discovery tools
- ❖ Context-sensitive import wizards that let you quickly and easily get data into the central Provance repository from a variety of sources, including spreadsheets and database tables
- ❖ Export wizards also make it easy to move data into either CSV or spreadsheet format for analysis or processing in other enterprise applications

The Provance IT Services and Asset Management Suite

By integrating enterprise assets and services, Provance™ helps IT organizations eliminate redundancy and automate business processes. You gain greater visibility into IT infrastructure, so you can accurately predict, easily report on, and effectively manage the total cost of IT assets and services.

Provance's unique approach to IT infrastructure management uses a utility model to automate request management and the charge back of services to users.

The screenshot shows a web interface for managing integrations. At the top, there are navigation tabs for 'LOCATE', 'VIEW', 'TASKS', 'PRINT', 'SETTINGS', 'LINKS', 'HOME', 'LOGOUT', and 'HELP'. Below these are sub-tabs for 'Integrations', 'Imports', 'Data Sources', 'Exports', 'Utilities', 'FTP', and 'Templates'. There are also buttons for 'Add...', 'View Logs...', and 'Delete'. A table lists various integration types with checkboxes for selection and a 'Delete' column.

Delete	Name	Description
<input type="checkbox"/>	Asset Creation from Procurement	Create assets from procurement system updates.
<input type="checkbox"/>	Help Desk Integration	Retrieves the latest ticket information related to assets or users
<input type="checkbox"/>	HR Integration	Retrieves the latest changes from the HR system and updates the Provance repository.
<input type="checkbox"/>	Organizational Structure Import	Updates with new organization elements from financial system
<input type="checkbox"/>	Transfer user data to a secondary site	Generates an excel file with all the Provance user records and FTPs it to a secondary site.

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Meeting the Challenges of IT: The Provance Solution	
Easily export to spreadsheets	<p>Your Challenge: Efficiently export data for external analysis without expending additional expense and resources developing customized solutions.</p> <p>Provance Solution: With Provance, filtered data can be easily exported for further manipulation and reporting in other enterprise applications. All reports generated with the system can be exported to spreadsheet, text documents, or HTML files.</p>
Help desk ticket look-up via the Web Client	<p>Your Challenge: Minimize 'information update' enquires to the service desk.</p> <p>Provance Solution: Provance lets you provide end users the ability to view the status of service desk tickets, so they do not have to call the service desk.</p>
Full asset configuration through integration with discovery tools	<p>Your Challenge: Minimize the number of tools your delivery resources are required to use to do their jobs.</p> <p>Provance Solution: Provance lets you import detailed hardware and software information from one or more discovery tools. This capability applies a consistent import approach, allowing unified reporting across the repository, regardless of the discovery tools used. You maintain all changes to asset configurations, and you can easily report on detailed asset configuration information for procurement, support, and change management planning purposes. The benefits: lower support costs; reduced rogue purchasing; a consistent installed base; and easier software license compliance reporting.</p>
Seamless integration with Service Desk tools	<p>Your Challenge: Empower service desk resources with real-time information.</p> <p>Provance Solution: With Provance, service desk users can have access to user, seat, service level, asset, and location information—without having to use the asset management application. Automation of the MAC (move, add, change) process within the Service Desk system improves both productivity and customer service. Repair information can be seamlessly provided to the Provance repository, for vendor management and cost reporting.</p>
XML-based integration tool	<p>Your Challenge: Ensure that extracted data is usable by other applications.</p> <p>Provance Solution: From Provance, you can define XML integration with any other system. Easily create, modify, or remove Provance entities through the integration tool's API. Historical records are automatically written for all changes in data. This lets you quickly implement system integrations using industry-standard protocols and approaches. It also provides complete error reporting and logging for all exceptions and errors encountered by the integration tool.</p>
	<p>Provance: Bringing Visibility, Accountability and Credibility to IT</p> <p>Provance is a leading provider of IT services and asset management software that helps Global 2000 companies, government organizations and IT outsourcers improve visibility into their operations and gain tighter control of their costs, while dramatically improving IT service delivery to their customers. The Provance solution has helped organizations like NASA, Lockheed Martin Information Technology, and CGI gain greater ROI in IT assets without sacrificing service level commitments.</p> <p>Provance is a privately owned software company founded in 1997 by acknowledged IT management experts in direct response to customer demand for more competent, flexible, and cost-efficient IT services and asset management solutions.</p>

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