

NEXT GENERATION IPAAS SOLUTION SPEEDS UP INTEGRATION OF APPLICATIONS AND PARTNERS ENORMOUSLY



SIGNIFICANTLY ACCELERATE INTEGRATION PROJECTS AND OPTIMIZE RETURN ON INVESTMENT

Client

iTSM Group

With ONEiO, the consulting company iTSM Group has found a new partner whose technology considerably simplifies the integration of new applications, suppliers and service providers into the IT service management of companies. As a Cloud based integration hub, ONEiO creates seamless service integrations to connect enterprise applications and service providers – without writing a code or relying on fragile API connections. It provides a multitude of off-the-shelf connectors which can be used to easily integrate different applications into an end-to-end workflow. This eliminates the need for manual development of specific interfaces, which significantly accelerates integration projects. ONEiO also updates these connectors on a subscription base as new versions of applications become available.

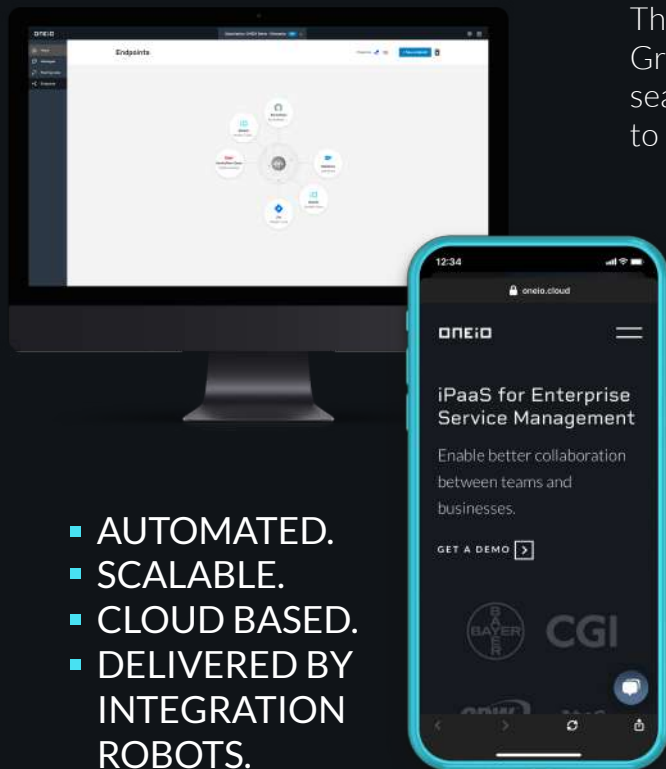
The Next Generation iPaaS solution ONEiO (Integration Platform as a Service) offers prefabricated connectors for a large number of common enterprise applications like Servicenow, SAP, IBM, CA, BMC, Microsoft, Salesforce, Jira, HP, Ivanti and many others, and the integration and management of external service providers such as Atos, Fujitsu, accenture, IBM or CGI is also possible via standardized interfaces. If required, ONEiO will also develop company-specific connectors at no cost to the end customer, as long as the latter provides the corresponding specifications. In this way, a comprehensive ecosystem is created in which virtually any application can exchange data with any other. The customer benefits above all from the considerable acceleration of his integration projects and thus an increased agility, but also from a central management of his IT services including all applications and partners. In addition, costs for API development can be saved with ONEiO.

"The integration of applications and data as well as external service providers are major challenges of IT service management today," comments Siegfried Riedel, CEO of the iTSM Group.

"As a rule, it's not the cost of developing interfaces that hurts, but rather the resulting loss of time when providing new services. Whether cloud or on-premise - a high degree of agility is indispensable today in order to achieve, expand or just maintain a competitive advantage. Through our partnership with ONEiO, we can now significantly accelerate our customers' integration projects and optimize their return on investment."

"If you want to move from A to B, you can hire a development team and design a car, or you can call a taxi. We are the IT Service Management taxi, so to speak, and we are delighted to have found the iTSM Group as a competent and experienced chauffeur for the DACH region and the Netherlands"

– Juha Berghäll, CEO of ONEiO



- **AUTOMATED.**
- **SCALABLE.**
- **CLOUD BASED.**
- **DELIVERED BY INTEGRATION ROBOTS.**

The partnership with ONEiO is part of the strategy of the iTSM Group to help customers to fully leverage the power of seamless woven processes and customer-centric value streams to ultimately increase their organizations' efficiency and overall customer satisfaction. "ONEiO is an innovative integration layer and not a development platform - the customer has absolutely nothing to do with the technology", says Siegfried Riedel. "He simply benefits from the fast and reliable integration of his entire IT service management."

ABOUT ITSM GROUP

The iTSM Group consists of iTSM Consulting GmbH, the parent company, founded in 2000, and its wholly-owned subsidiaries iTSM-Solutions GmbH, iTSM Trusted Quality GmbH, Trusted Quality GmbH in Austria, Softpoint Trusted Quality GmbH in Austria, Trusted Quality Switzerland GmbH, Trusted Quality-srl in Romania, Trusted Quality B.V. in the Netherlands and pragmatix GmbH. All units of the iTSM Group master the essential impact dimensions

of digitization and bundle them into a holistic positive service experience in order to increase customer satisfaction, enable differentiation in the service experience and optimize service costs. iTSM Consulting GmbH is headquartered in Bodenheim near Frankfurt am Main, Germany. The group currently employs more than 190 people and serves approximately 750 customers from business and public administration.

ABOUT ONEiO

ONEiO Cloud Corporation is a software as a service (SaaS) provider specializing in the further development and production of their next generation integration platform (iPaaS). Founded in 2011 in Helsinki, Finland, and now with offices in Germany, the United Kingdom and the United States, ONEiO's iPaaS enables an effortless and easy integration without specific integration skills and removes the problems related to traditional integration delivery, maintenance and reliability. If you'd like to get started, try ONEiO free for 14 days and have your integrations up and running within just a few hours.