ONEiO
CASE STORY

tieto EVRY

Client
TietoEvry

HOW ONEiO IS SIMPLIFYING THE INTEGRATION PROCESS FOR TIETOEVRY

TietoEvry is a leading digital services and software company that employs around 24 000 experts globally and serves thousands of enterprise and public sector customers in more than 90 countries. Needless to say, a global digital services and software organization like that has an extremely complex process and vendor integration palette to handle. Responsible for that, Roope Kaukinen, Senior Integration Architect at TietoEvry, guides us through the benefits of using ONEiO for smooth integrations.

Integrations are everyday business for TietoEvry's Senior Integration Architect Roope Kaukinen, whose daily job is to overview his team responsible for the company's ServiceNow ITSM process and vendor integrations as well as their ITSM solutions. With more than 10 years of experience in the field, he truly has turned every stone while looking for the optimal integration solution cooping with the complexity and size of a global service provider like TietoEvry:

THE HIGHEST PERFORMING INTEGRATION SOLUTION I HAVE EVER USED

"Six years back, before we started working with ONEiO, we had three options on the table:

- Option 1: to continue using our own self-developed BMC-based integration platform,
- Option 2: to rely on one of the Gartner's magic quadrant iPaaS solutions, or
- Option 3: to trust the promising Finnish entrant in the market"

Senior Integration Architect, Roope Kaukinen

When Roope thinks back to 2014, the decision made was successful:

"We went with option 3, and have had no second thoughts or setbacks since."

WE HAVE YET TO FIND A TOOLSET INTEGRATION ONEiO COULDN'T HANDLE

In 2020, ONEiO is no longer an entrant in the market but already knocking the doors of entering the Gartner listing themselves. Yet, both ONEiO's technology and its business model have stayed true to where they started from: speed, simplicity, flexibility and stability with integrations for service business professionals, provided by service business professionals.

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"ONEiO's subscription-based pricing plans are transparent and enable fluent budgeting."

The primary reason for choosing ONEiO as our trusted integration provider was a combination of three key benefits: (1) their pricing plans are transparent and enable fluent budgeting, (2) it does not rely only on standard APIs but can adapt to any given end-points very quickly, and (3) it remains extremely stable with even the highest volumes", Roope says.

The mentioned benefits combined with ONEiO's cloud-based nature, enabled a scalability that made the next generation iPaaS the go-to choice for Roope.

"We were able to focus on our core business and save a remarkable amount of time in client projects by cutting out all unnecessary integration development, maintenance, and modification hours. And clients are of course happy with this – many of them have started using ONEiO themselves after learning its benefits with us."

"The technical implementation of ONEiO is extremely flexible: it adapts to all kinds of integration needs with ease."

As an IT- and tech-focused MSP, TietoEvry and its clients have a huge amount of ITSM tools in their daily stack. Especially large organizations with multiple integrations inside (e.g. different teams, processes, offices) and outside of the company (e.g. vendors, clients, partners) benefit from a solution that doesn't rely on the person who wrote the code. As Roope puts it:

"Features, like rolling back to previous configurations and queueing up messages while we move or change integrations, enable us to significantly reduce the risks involved with new – or less technical – staff managing integrations. On top, with larger organization-wide projects like changing the type of our ServiceNow solution, ONEiO's top-notch customer service comes in handy also for users like myself."

ONEiO IS EXTREMELY FLEXIBLE

EASE AND SPEED OF TECHNICAL IMPLEMENTATION SHORTENS PROJECT TIME

"Thanks to the SaaS delivery model, which ensures that our integrations are up and running 24/7, we don't have to worry about losing tickets or other integration-related errors. It's a very carefree service with a noteworthy return on investment, I must say."
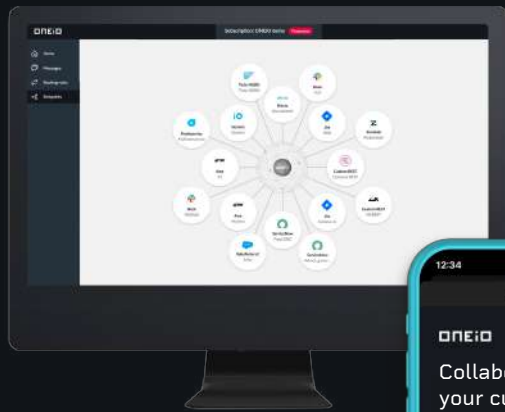
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"I have been in this business for more than 10 years, and I'm still surprised how ONEiO can match complex integration requirements."

Regardless of how seasoned integration professionals are, they are usually wrestling with complexity and manual slowdowns.

"I have been in this business for more than 10 years, and I'm still surprised how ONEiO can match complex integration requirements. This has saved us money, hours, and perhaps most importantly, my nerves."

ABOUT TIETOEVRY

TietoEvry creates digital advantage for businesses and society. We are a leading digital services and software company with local presence and global capabilities. Our Nordic values and heritage steer our success.

Headquartered in Finland, TietoEvry employs around 24 000 experts globally. The company serves thousands of enterprise and public sector customers in more than 90 countries. TietoEvry's annual turnover is approximately EUR 3 billion and its shares are listed on the NASDAQ in Helsinki and Stockholm as well as on the Oslo Børs.

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

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.

ONEiO FREE YOURSELF. HIRE A ROBOT.

USA   FINLAND   UK   GERMANY

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