

eBonding

Electronic Bonding: Integration between enterprise software systems for bi-directional data exchange and design of custom REST interfaces.

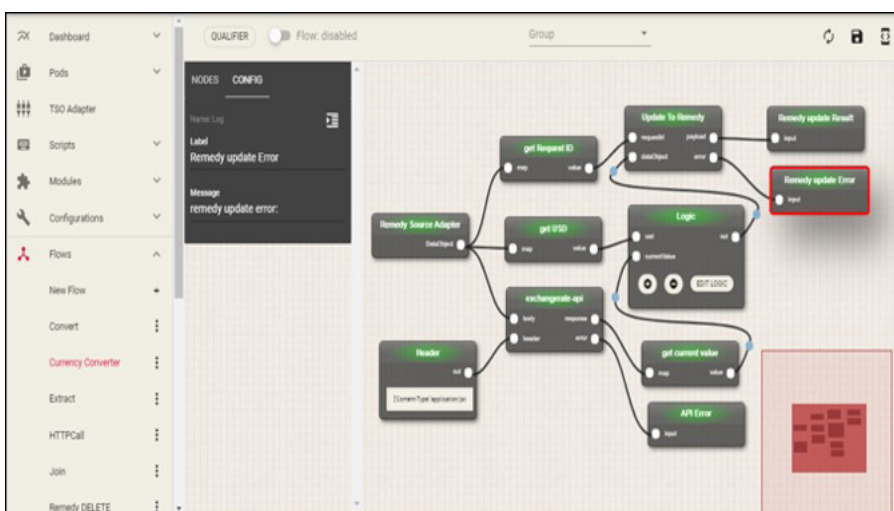
In order to pass information on tickets to suppliers and other contractual partners, it is necessary to exchange data between internal systems and external systems. This information needs to be complete and activities must be monitored to ensure uninterrupted processing.

Does your company use more than one ticket system?

Is it essential for you to automatically exchange ticket information with your suppliers' ITSM systems?

eBonding from Fusion offers standardized interfaces between different enterprise software systems - without the need for customizing.

The out-of-the-box solution enables a fast and simple bidirectional integration of different ITSM solutions, without having to develop individual interfaces. This significantly reduces the implementation effort. Standard interfaces can be implemented within 5-10 days. eBonding offers comprehensive Ready-to-use technology adapters as part of the delivery package. Should an additional adapter be required, it can usually be created within 15-20 days.



Key Business Benefits

- **Time:** The out-of-the-box approach significantly reduces implementation effort and time to market. Several interfaces can be created at once thanks to standardized criteria for quality and uniform business logic. Integrations do not require customisation of the end system
- **Costs:** Significant reduction of implementation and operating costs due to standardized interfaces. Upgradeability and manufacturer support help to avoid manual workarounds
- **Risk:** Reduction of operational risk through security and maintenance updates. No delays in onboarding new partners or systems

Contact:

London: +44 208 814 4888
 New York: +1 844 456 1342
 Madrid: +34 91 790 1106
 Munich: +49 89 416 176 571
 Amsterdam: +31 020 312 0452

info@fusiongbs.com
 www.fusiongbs.com

eBonding architecture

eBonding can be operated in different variations:

- eBonding On Premise with Adapterpots stand alone
- eBonding On Premise can be operated in Docker containers

eBonding Objectives

Change integrations as simple as possible:

- No development needed in the systems to be integrated
- Change behaviour of integration by just connecting nodes in the flow designer

Avoid to customize enterprise systems:

- eBonding retrieves updated or created data automatically
- No need to implement error or retry mechanisms in the systems to be integrated

Provide REST APIs:

- Easily configure custom Rest interface to be consumed by external systems
- Build functionality for Rest endpoints by a visual drag and drop designer
- Build Rest functionality for existing legacy Systems or orchestrate existing systems to provide new functionality

Key Service Features

- Mapping: Graphical editor for configuring the field mapping
- Flow Engine: Extendable Workflow Node Library
- Handling of non-transferable objects: Retry mechanism for undeliverable objects
- Unlimited integration: Custom adapter scripts can be used to create any integration with the eBonding adapter framework
- Generic eBonding REST interface: Ready-to-use REST interface with eBonding functionality
- Technology Adapters: Remedy, Jira, ServiceNow, Telekom SMBB-I, LeanIX, REST, Mail and Generic HTTP
- Role Based Access
- Automation: Performance of all automations via Automation Nodes
- Docker Support
- Database: MongoDB and DocumentDB
- Encryption: Database Encryption configurable