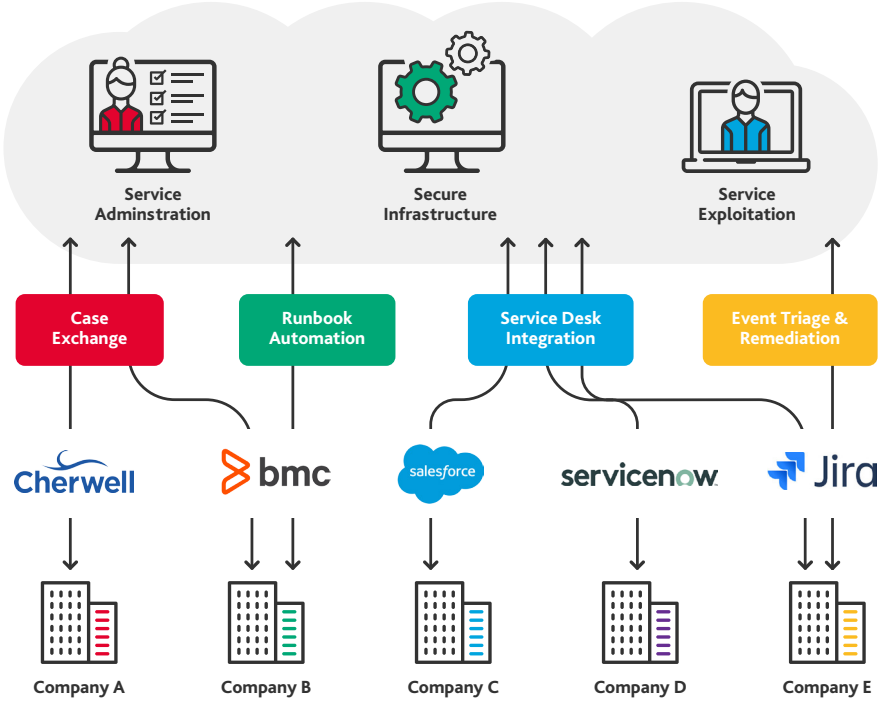
Platform Integration Engine (PIe)

Digital transformation is creating new capabilities and richer experiences, but it also comes with new challenges for both enterprises and service providers. To keep up in this evolved world, enterprises are seeing a major increase in the number of partners on which they rely for IT support. With this increase in support providers comes the need to coordinate multiple sources of information, manage service cases across environments, and maintain service performance levels. In addition, businesses are demanding increased IT speed and responsiveness, while regulatory authorities are constantly demanding for more control and governance.

To operate effectively in this highly complex, interconnected ecosystem, both enterprises and their support partners need to communicate in real time to resolve issues more quickly. This real-time communication is difficult to realize in multi-sourced environments; the support processes are often disrupted because of missing integration between the various partners. To address these challenges the Service Integration and Management (SIAM) framework was created, enabling organisations retaining control of the entire service delivery process to deliver integrated services to the business.



Client Examples

One of world's leading media companies:

- In sourcing and SIAM programme
- Integrations between BMC ITSM and 5 other major service providers

Europe's largest smart metering programme:

- Europe's largest ITSM programme
- Integrations across 15+ global service providers and top 6 UK utilities across 53,000,000 IoT devices

Major Defence Agency:

- 240,000 BMC Digital Workplace users consuming IT services
- SIAM programme with 6 major global service providers
- Integrations across service request, task orders and fulfilment

A world leading systems integrator:

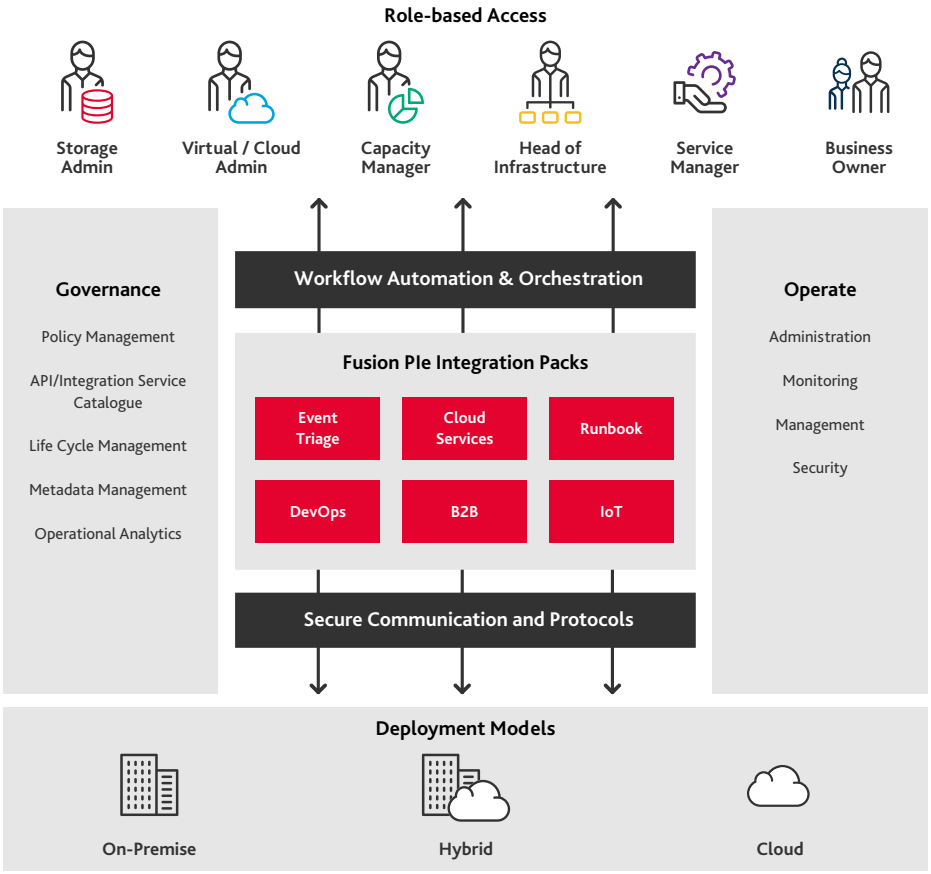
- Integration across Incident, Problem, Change, Service Request across 50+ major clients

For more information contact:

enquiries@fusiongbs.com

US - +1 844 456 1342
UK - +44 208 814 4888
ES - +34 91 790 1106

Fusion's Platform Integration engine (PIe) supports the SIAM framework by connecting enterprises and multiple service providers, helping to integrate end-to-end processes and reduce latencies in addressing IT support issues.



Our Approach

Fusion PIe acts as the automated agent between the customer, company, and service provider for certain value-generating transactions. The service has been architecture to build connections with standard ITIL compliant work-flow mappings, including Incident, Service Request, Problem and Change Management for easy uni or bi-directional process integration.

Fusion PIe can be deployed and operated in our cloud, on premises or a hybrid implementation, providing provides a scalable, highly secure, and fast way to integrate the multiple service providers and support systems in a company's ecosystem. Using these off-the-shelf Integration Packs based on industry standard processes, PIe provides highly secure, real-time sharing of processes and data to improve collaboration among participants.

Tangible Business Benefits

Speed Time to Value:

- Ready made out of the box processes to lower implementation effort and time to market massively.

Service stood up and ready in Fusion Cloud Cost Reduction:

- Reduced cost of infrastructure
- Reduced operating costs
- Reduced implementation costs
- Convert Capex to Opex

Gain Control:

- Improve compliance and transparency and avoid vendor dependencies

Risk & Governance:

- Reduce operational risk and negative impact on updates & maintenance through standardised interfaces.
- No delays caused by time consuming on-boarding of partner and internal systems.

Value Proposition

Speed time to market

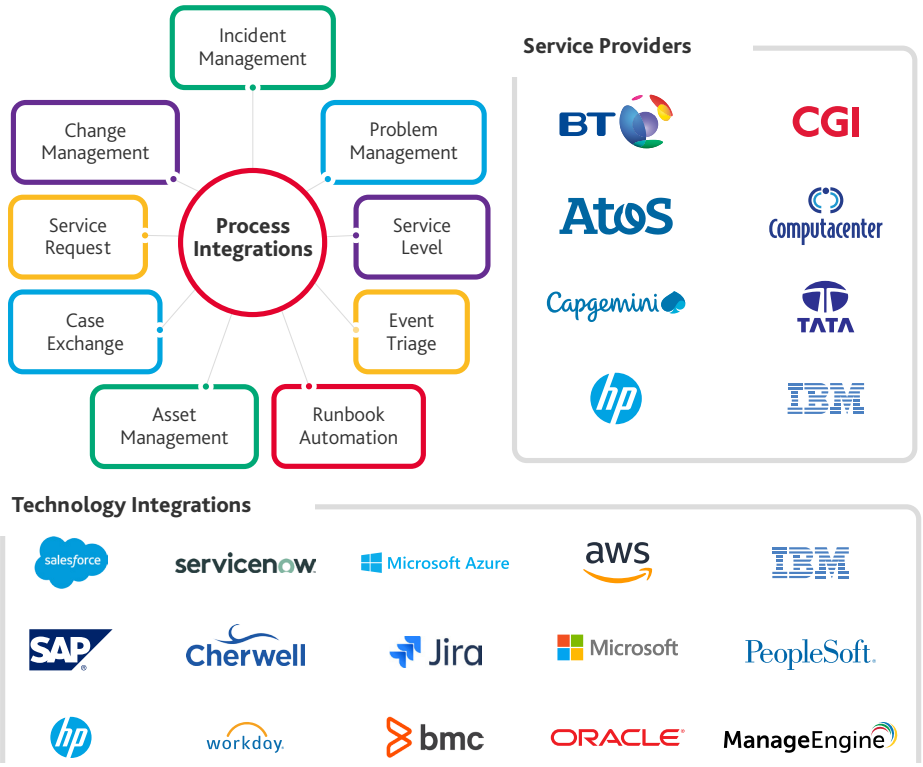
PIe Integration Packs provide off-the-shelf customisable integrations, automation work-flows and run books, dramatically reducing the time to deliver new integrations.

Increase customer satisfaction

Accelerated service delivery and continuous processes increase speed to resolution, provide comprehensive transparency, and enhance the service experience.

Reduce operating expenses

Simplified processes eliminate manual efforts and increase productivity of your resources. Our cloud-based platform with a flexible growth model helps to derive a faster time to value and greater ROI. Day to day management: Whether deployed in the Fusion cloud or on premise, Fusion manages, updates and maintains the service. This eradicates the need to train staff in the technology or the running of the service.



Some Use Cases

- 3rd Party Connections Made Easy
- Acceleration and Automation of Service Delivery
- Management of Multi-sourced IT Service
- End-to-End SLA Management and Benchmarking

Deployment Methods

Cloud-Hosted:

- The service operates in a secure multi-tenanted high availability configuration.

On-Premise:

- The service is stood up in client's data centre.

Hybrid:

- For some clients operating in secure and commercial environments, the hybrid model of running the services across both deployment models provides a significant level of flexibility, otherwise not possible.

fusion
GLOBAL BUSINESS SOLUTIONS

© Copyright 2019 Fusion Global Business Solutions. All rights reserved.