



# eBonding

**Electronic Bonding:** Integration between enterprise software systems for bi-directional data exchange.

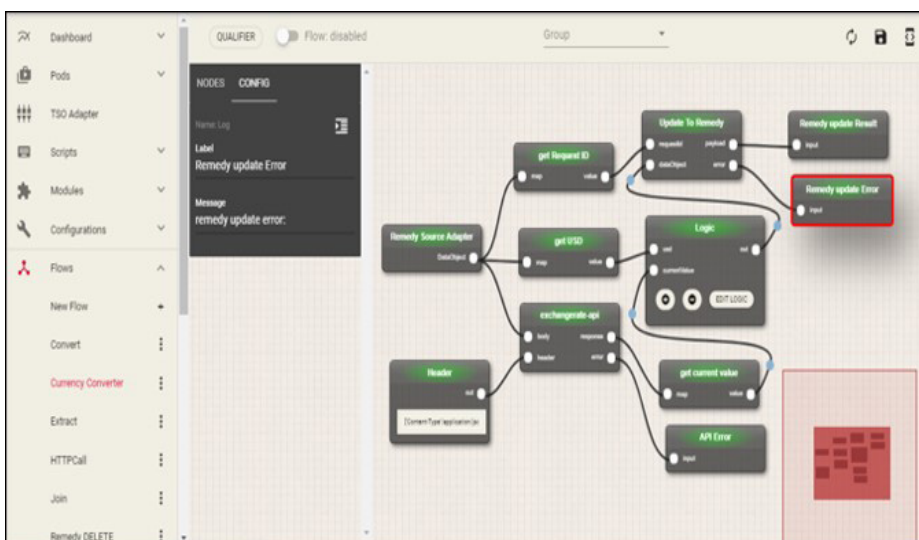
In order to pass information on tickets to suppliers and other contractual partners, it is necessary to exchange data between internal systems and external systems. This information needs to be complete and activities must be monitored to ensure uninterrupted processing.

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 VIPCON (a member of Fusion GBS) 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.



## 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.
- **Monitoring:** Improved compliance conformity and transparency. Reduced external dependencies.
- **Risk:** Reduction of operational risk through security and maintenance updates. No delays in onboarding new partners or systems.

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## eBonding architecture

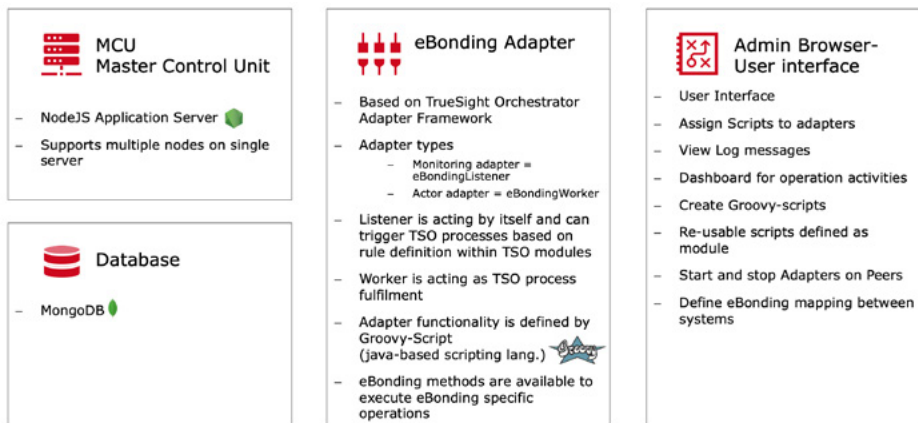
eBonding can be operated in different variations:

- eBonding On Premise with Adapterpots stand alone
- eBonding On Premise with TrueSight Orchestration
- Atlas eBonding SaaS Subscription

### eBonding for BMC TrueSight Orchestration

Extension of the BMC TrueSight Orchestration (TSO) solution by eBonding components:

- Basic components for eBonding Use Cases:
  - Master Control Unit (MCU)
  - eBonding TrueSight Orchestration Adapter Framework
  - Pre-Built Adapter Scripts



## 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, additionally the entire TrueSight Orchestration Adapters.
- **Role Based Access:** Future managing for data and function.
- **Automation:** Performance of all automations via Automation Nodes.
- **Docker Support:** Available for On Premise and AWS.
- **Database:** MongoDB and DocumentDB.
- **Encryption:** Database Encryption configurable.