

Outsourced IT Service Management

Last Modified on 11/18/2024 9:14 am EST

Synchronize data between your ITSM tool and those of external vendors or partners. This use case is particularly important for organizations that rely on third-party providers for IT services.

Main benefits:

- **Enhanced Visibility:** Provide clear visibility into vendor-partner activities, ensuring trust and accountability across all involved parties.
- **Streamlined Coordination:** Simplify communication and coordination with external partners, reducing the complexity of managing third-party services.
- **Security and Privacy:** Ensure the security and privacy of your internal data during integrations, maintaining compliance with industry standards and protecting sensitive information.

Learn more about the use case and potential technical implementations:

- [How WirelessCar Uses Exalate to Streamline Collaboration with Leading Automotive Brands \[Case Study\]](#)
- [Cross Company Project Collaboration](#)
- [Sync Private Jira On-premise to Jira Cloud](#)
- [Sync between Multiple Jira Cloud Instances](#)
- [Orchestrating Multiple Workflows](#)
- [Comment Visibility - an Advanced Issue Sync Case](#)
- [How to Sync Urgency and Priority between ServiceNow and Jira](#)
- [How to Sync Issue Priority Fields in Jira Cloud](#)
- [How to Convert Remote Status Changes to Local Comments between Jira Cloud and Jira On-premise](#)
- [Unified workflow using global transitions](#)
- [How to filter transitions based on issue type workflow in Jira Cloud](#)
- [How to trigger issue transition based on the value of the remote issue status](#)

Security & Compliance Services Integration

Ensure that security and compliance data is synchronized between your ITSM tool and the systems used by third-party security service providers. This use case ensures that your organization remains compliant with regulations and that security incidents are managed collaboratively with (or by) external vendors.

- [How a Leading Managed Security Service Provider Enhanced Cybersecurity Operations, Integrating 500+ Tickets Monthly \[Case Study\]](#)
- [How Nviso, a Cybersecurity MSP Uses Deep Ticket Integration as a Competitive Advantage](#)

[Case Study]

Infrastructure Management Services Integration

Synchronize infrastructure-related data between your ITSM tool and the systems used by third-party infrastructure providers. This use case facilitates seamless collaboration for tasks such as server management, cloud services, and network operations, ensuring that your infrastructure is consistently maintained and optimized.

Software Development Services Coordination

Enable synchronization between your ITSM tool and the platforms used by third-party custom development teams. This use case ensures that development projects, bug fixes, and feature requests are tracked and managed effectively across both internal and external teams.

- [How Turkey's Biggest Insurance Company Uses Exalate to Promote Real-Time and Seamless Synchronization with Suppliers \[Case Study\]](#)

System Administration Integration

Integrate your ITSM tool with the systems used by third-party system administrators. This use case focuses on ensuring that system management activities, such as patching, user management, and backups, are coordinated seamlessly between your internal IT team and external administrators.

Service Desk Outsourcing

Synchronize service desk operations between your ITSM tool and the tools used by outsourced service desk providers, whether the outsourcing is partial or full. This use case ensures that incident management, request fulfilment, and customer support are aligned across all service desk teams, regardless of their location or organization.

- [How Vodafone Optimized its Operational Efficiency and Costs through Automating Cross-company Integration \[Case Study\]](#)
- [Sync Urgency and Priority between ServiceNow and Jira](#)
- [Sync Internal Comments Only](#)
- [How to Sync Issue Priority Fields in Jira Cloud](#)
- [Unify workflow using global transitions](#)
- [How to trigger issue transition based on the value of the remote issue status](#)

[Product](#)
[About Us](#)
[Release History](#)

[Glossary](#)
[API Reference](#)
[Security](#)

[Pricing and Licensing](#)

Resources

[Subscribe for a weekly Exalate hack](#)

[Academy](#)

[Blog](#)

[YouTube Channel](#)

[Ebooks](#)

Still need help?

[Join our Community](#) ▯

[Visit our Service Desk](#) ▯

[Find a Partner](#) ▯