Reporting & Visibility

Enhance visibility and reporting across all integrated systems by consolidating data and creating unified dashboards and reports in one of them. This use case is crucial for organizations that need to track performance, monitor operations, and make data-driven decisions based on real-time insights from various sources.
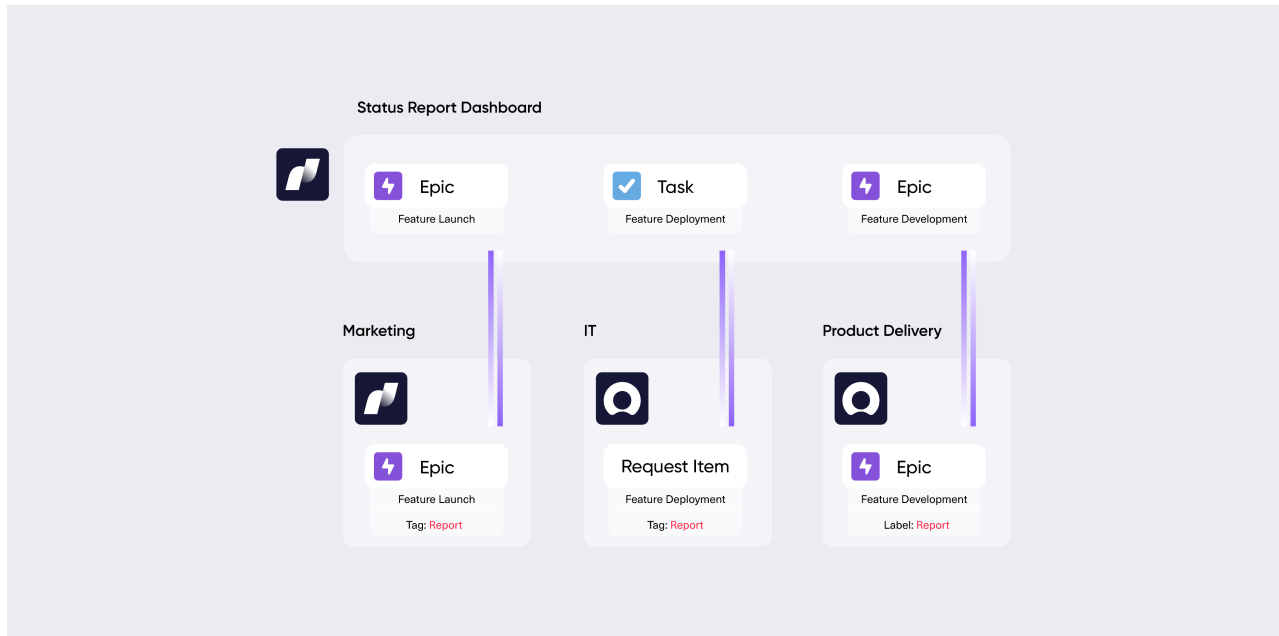
Learn more about the use case and potential technical implementations:

- How Open GI Used Exalate to Streamline their internal Workflows [Case Study]
- How Netguru Uses Exalate to Significantly Reduce License Costs and Connect DevOps with their ITSM & Business Team [Case Study]
- How to Sync CreatedDate Field
- Sync Private Jira On-premise to Jira Cloud
- Sync between Multiple Jira Cloud Instances
- How to sync Table Grid Editor data
- Sync Milestones between GitHub and Jira On-premise
- How to sync issue keys (links) to a custom field on remote side

Ensure Alignment for Merged Companies

Synchronize data from different systems following a merger or acquisition to ensure organizational alignment. This use case is essential for providing a unified view of the newly combined entities, maintaining operational continuity, and ensuring that reporting and visibility are consistent across the merged organization.

- How DPG Media Used Exalate To Consolidate Workflows and Teams While Navigating Hypergrowth [Case Study]

Keep Certain Projects Visible via a Customer-facing System

Ensure that specific internal projects are accessible through a customer-facing system, allowing clients or stakeholders to stay informed while keeping sensitive information secure. This use case is useful for organizations that need to share project updates without exposing their entire internal workflow.

Ensure Supply-Distribution Chain Workflow within Their ITSM Tools

Ensure real-time updates and quick resolution of issues in the supply chain management process. This use case is crucial for improving partner satisfaction and enhancing operational efficiency by maintaining seamless communication and data synchronization across all supply chain components.

- [How LF Logistics Streamlines Processes Between Their Call Center and Support Teams](#) [Case Study]

Allow Sales & CS Real-time View on Escalated Tickets

This use case enables Sales and Customer Success (CS) teams to have real-time visibility into customer tickets that have been escalated to Support or Development. By leveraging Exalate, the system ensures that all relevant stakeholders can monitor the status of escalated issues as they progress through the resolution process. This seamless integration keeps the Sales and CS teams informed, reducing the need for manual updates and ensuring that they are always equipped with the latest information to communicate effectively with customers.

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