How is Exalate different from native integrations or automation tools?

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Native integrations and automation tools like Zapier or Power Automate offer basic field mapping and pre-built workflows, but they lack the flexibility needed for complex synchronization scenarios. These solutions typically work through a central hub where you configure a single set of rules that applies to both sides of the integration.

Exalate provides autonomous control, meaning each side of the integration defines its own sync rules independently. Your development team can decide what data to share from Jira while your support team separately controls how that data maps into ServiceNow. Neither side needs to see or modify the other's configuration. This architecture is essential for cross-company integrations where external partners need integration without exposing internal business logic.