

Does Exalate require both sides to use the same tool?

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No. Exalate specializes in **cross-platform integration** and does not require both sides to use the same system. You can synchronize work items between different platforms, for example: Jira to ServiceNow, Azure DevOps to Zendesk, or Salesforce to GitHub. This makes Exalate a strong fit when different teams use different tools but still need to collaborate on shared work.

Cross-platform synchronization by design

Each Exalate connector can synchronize with any other supported platform. This gives you flexibility to build integrations that match your real tool landscape rather than forcing tool standardization across teams.

How Exalate handles differences between systems

Because platforms store and structure data differently, Exalate uses **customizable sync scripts** to transform and map data appropriately for each side. This lets you synchronize the information you need while adapting it to each system's fields and formats.

Why autonomous control helps in cross-platform setups

Exalate's **autonomous control model** is especially valuable for cross-platform integrations because each side defines its own sync rules using terminology and logic native to that system.

For example:

- A Jira team configures synchronization using Jira concepts like projects and work items.
- A ServiceNow team defines its mapping using ServiceNow terms like incidents and assignments.

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Neither side needs to understand (or manage) the other platform's structure to maintain the integration effectively.

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