

What is the difference between a connection and an integration in Exalate?

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Integration (subscription-level concept)

An integration in Exalate refers to the overall subscription and relationship between two or more systems you're synchronizing. It represents the business arrangement and includes one or more connections operating under a single subscription plan. For example, you might have an integration between your organization's Jira and ServiceNow environments that covers multiple teams or use cases.

Connection (sync pathway and configuration)

A connection is the specific synchronization pathway between two system instances with defined sync rules, triggers, and data mappings. Each connection includes information about the two instances and describes exactly how they relate to each other, including what fields synchronize and how data transforms between sides. One integration subscription can support multiple connections, each handling different projects, teams, or synchronization requirements.

How pricing relates to integrations and connections

In the New Exalate [pricing model](#), you purchase a subscription plan (Starter, Scale, Pro, or Enterprise) for an integration, and that subscription covers the total number of active items across all connections within that integration. For instance, a Scale plan supports up to **100 active items** in sync, which could be distributed across multiple connections between the same two systems or even connections to different platforms.

Connection statuses (pending, active, deactivated)

Connections can have different statuses, including **pending** (waiting for acceptance from the other side), **active** (synchronization is running), or **deactivated** (sync is paused but changes are queued for later update). Each connection operates independently with its own sync scripts, triggers, and configuration settings while contributing to the total item count under your [integration subscription](#).

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