NCL

The
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T
Service
Management
Service Catalogue:

Managed Digital
Integration

We understand that exploiting API interfaces with service integration and management techniques, is a sure-fire way to unleash the potential of your existing workforce, removing the need to continuously recruit by working smarter, not harder.

The modern IT environment is continuously blurring the lines between traditional IT silos and application services. The rise of the API's has provided organisations with a flexible and secure mechanism to seamlessly share data and automatically complete business functions across Enterprise Applications.

NCL | DRIVING DIGITAL VIGILANCE

Managed Digital
Integration

Our Digital Integration Service is a key component of your future IT Service Management and future success. We provide service integration and management solutions to help organisations link their systems, processes, and customer experience, driving business success and outcomes across all Enterprise Applications.

Real-world uses

Maximise API integrations
- Increased ROI through for all IT investment, integration will allow your organisation to fully exploit the API data sharing service capabilities of modern IT capabilities to remove high volume lengthy time-consuming tasks.

Increase work-flow productivity
- More productive workforce, allowing your service desk agents, analysts and support teams to focus on improving the services offered to end users.

Service management consolidation
- Integrate service management on a single platform to bridge silos, improve time to resolution, reduce costs, and improve visibility.

Optimise integrations
- Optimised integration with supply chains, customers and vendors.

Streamline efficiency
- Eliminate repetitive tasks and manual processes, and drive service efficiency using no-code workflows and powerful automations.

Pinpoint precision accuracy
- Removes errors from routine tasks, by letting the integrations move your data between business applications.

Simplify existing integrations
- Simplify SIAM and Service Desk integrations using pre-built integration industry approved connectors.

Improve collaboration
- Improving information sharing with legacy and bespoke integrations using custom integrations that can ingest data through database, web hook, flat file etc. integrations.
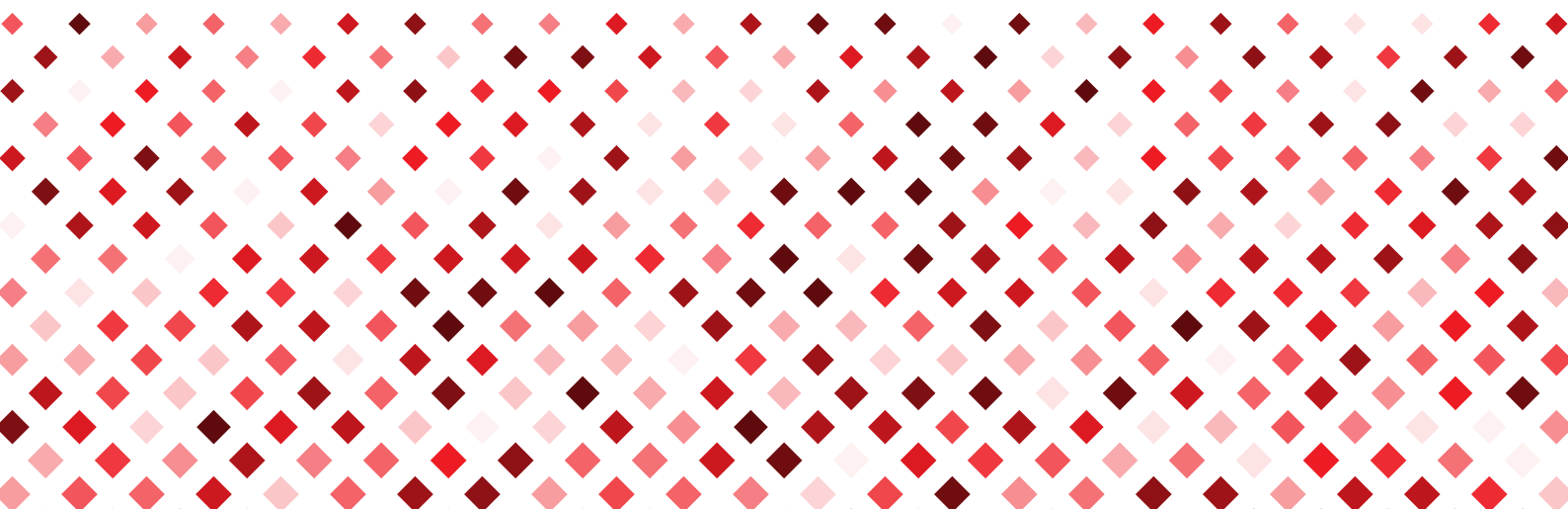
Service Architecture

Service integration and management is based on the following components:

- **Service Desk** – Fully configurable platform that provides an intuitive interface for your operators to undertake Incident, Problem, Change, knowledge, service level management and service request activities
- **Automated Workflows** – Remove repetitive, high-volume tasks to allow your workforce to focus on improving service delivery through work-flow automations and integrations
- **Integrations** – Extends the functionality of your Service Desk into the wider organisation to support process efficiencies and service improvements allowing you to optimise your IT investments
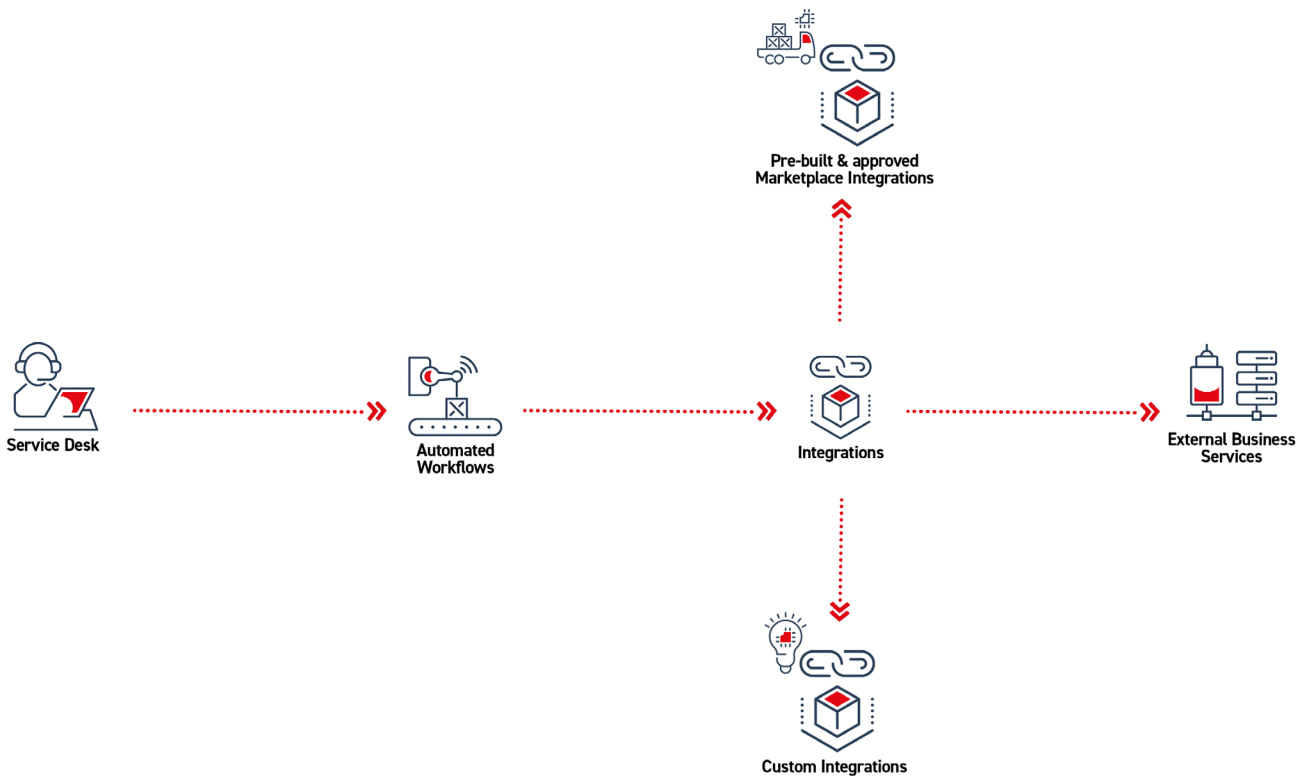
Optional add-ons

We can provide the following service integration and management activities as fully managed IT services, or as discrete work packages:

- Workflow development to extend Service Desk functionality
- Process automation and orchestration
- Process optimisation
- Consultancy
- Data standards
- SIAM integration
- Standard marketplace integrations with market leading vendors
- Custom integrations to support legacy and bespoke applications

Integrations are licensed on the number of orchestrated workflows, our ITSM consultants can work with you to ensure that your license consumption is optimised to meet your organisational needs.

Managed Digital **Integration**

You may know exactly what you want from a service integration and management point of view, however you may be struggling to identify exactly which aspect of this broad subject suits your business best. Either way, we have a member of the team ready to discuss the options with you and how they could be implemented across your business.

Get in touch with us to discuss your IT service management needs so you can start maximising your business value today through our managed IT services.

We're ready to speak with you.

> *"NCL has helped us onto the next phase of our digital journey. They were responsive and agile, advising on emerging issues, communicating complex subject matters to a wide user audience, all while fulfilling the brief of technical advisor and critical friend. They effectively steered us through to our*

Gofal Cymdeithasol **Cymru**
Social Care **Wales**

Sound good? Then let's chat >>

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