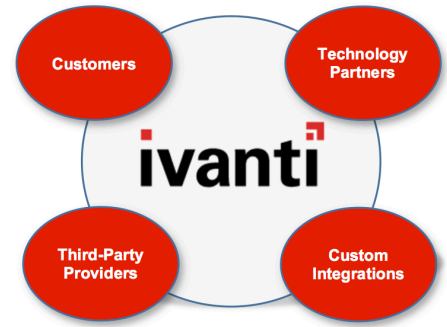


Service Manager Integrations

The Ivanti® Service Manager solution can be extended in many ways. Whether through configurations to the platform that are distributed through Ivanti’s AppStore, or by using the native REST or SOAP web services API, customers, partners, and systems integrators can create robust applications that leverage native Service Manager capability.



Technology Partners

Ivanti’s Innovation Partner program provides Ivanti customers certified integrations with third-party applications. Certification indicates that the integrations have been reviewed and have been certified for interoperability, security, and performance as defined by Ivanti. Certified Partner Integrations are available on the [Ivanti AppStore](#). Learn more about Ivanti’s [Partner Program](#).

Included Integrations

Ivanti provides many integrations out of the box. Since these integrations are included as part of the base solution, they are provided at no additional cost and are fully supported.

Technology	Integration Method
Microsoft SCCM	Scheduled Data Import
SAP	Web Services
SolarWinds	Email Processing
Salesforce.com	Web Services
MS Active Directory	Direct Connection
LDAP Repositories	Direct Connection
Ivanti Endpoint Manager (formerly LANDESK Management Suite)	Scheduled Data Import

Custom Integrations

Customers can leverage the included capabilities that Ivanti Service Manager offers to create integrations to other data sources or applications. Below are some examples of integrations that customers or partners have built and made available to other customers on the [Ivanti AppStore](#).

These integrations are examples of how customers have employed the included capabilities to build these integrations. While Ivanti supports the integration methods as they are included with the product, the specific integration is not supported. Customers who need to build out integrations are able to do so using the integration capabilities included with Ivanti Service Manager.

Technology	Integration Method
Ayehu Orchestration	Email, SMS, Web Services
Nextthink IT Analytics	Web Services
ServiceNow	Web Services, Email
BMC	Web Services, Email
Savision Unity iQ Network Monitoring	Data Import, Web Services

Integration Interfaces

Below is a list of interfaces included with Ivanti Service Manager that can be used for integration.


Integration Interface
Email
Exchange Web Services (EWS)
SOAP
REST
JSON
SAML (SSO)
LDAP (SSO)
OpenID (SSO)
OpenID Connect (SSO)
Windows Integrated (SSO)
ADFS (SSO)
CSV, XLS/XLSX, XML Import/Export
ODBC

Sample Integrations Available on the Ivanti AppStore

Below is a sampling of the integrations available on the [Ivanti AppStore](#). Many more integrations are available for your use on the AppStore.

Technology	Nature of Integration
Bomgar	Remote Control
Skype for Business	Chat / Collaboration
Rally	Collaboration
Team Foundation Server	Collaboration
SugarCRM	Collaboration
JIRA	Bug Tracking / Ticket Sharing
VSTFS	Defect Tracking / Ticket Sharing

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