Service Gateway

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Perspectium Service Gateway is a solution that bundles process and services with cloud integration to facilitate automated Service Provider to Customer interactions. Service Gateway is composed of a ServiceNow native application that is deployed on the Service Provider's ServiceNow instance, components in the **Perspectium Integration Mesh** for Message transformation and brokering, and a native application on your ITSM platform when available, or a mesh component, **Meshlet**, that interfaces with your platform.

Service Gateway can automate service requests and case management between Provider and Customer systems, manage multiple customers in a single environment securely and at scale, and deliver repeatable customer on-boarding with predefined services. Other features ranges from the following:

- Common Document Format mapping
- Bulk import or export of customer data e.g. CMDB, Knowledge base, Users
- Publishes once and subscribed by many
- Store and forward
- Same time update sequence guarantee
- Preconfigured zero footprint **Meshlet** or full featured native application (ServiceNow)
- Support for Flow Designer on ServiceNow for robust triggering

Similar topics

- InstanceSync for ServiceNow

Contact Perspectium Support

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