ServiceBond

Perspectium ServiceBond is an integration solution that helps to automate interactions between a service provider and its customers.

ServiceBond is composed of a ServiceNow native application that is deployed onto a ServiceNow instance of a service provider, along with components in the **Perspectium Integration Mesh** for message transformation and brokering, as well as a native application on your ITSM platform when available (or a mesh component, **Meshlet**) that interfaces with your platform.

ServiceBond can automate service requests and case management between service 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 include:

- 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

ServiceBond Products

ServiceBond for Autotask

ServiceBond for AWS

ServiceBond for Azure DevOps

ServiceBond for Cherwell

ServiceBond for DXC

ServiceBond for Freshdesk

ServiceBond for Freshservice

ServiceBond for Ivanti

ServiceBond for Jira

ServiceBond for Jira Service Desk

ServiceBond for ServiceNow

Other ServiceBond Pages

Common Documents

Meshlets with ServiceBond

Troubleshooting ServiceBond Issues