

Service™  
Flow

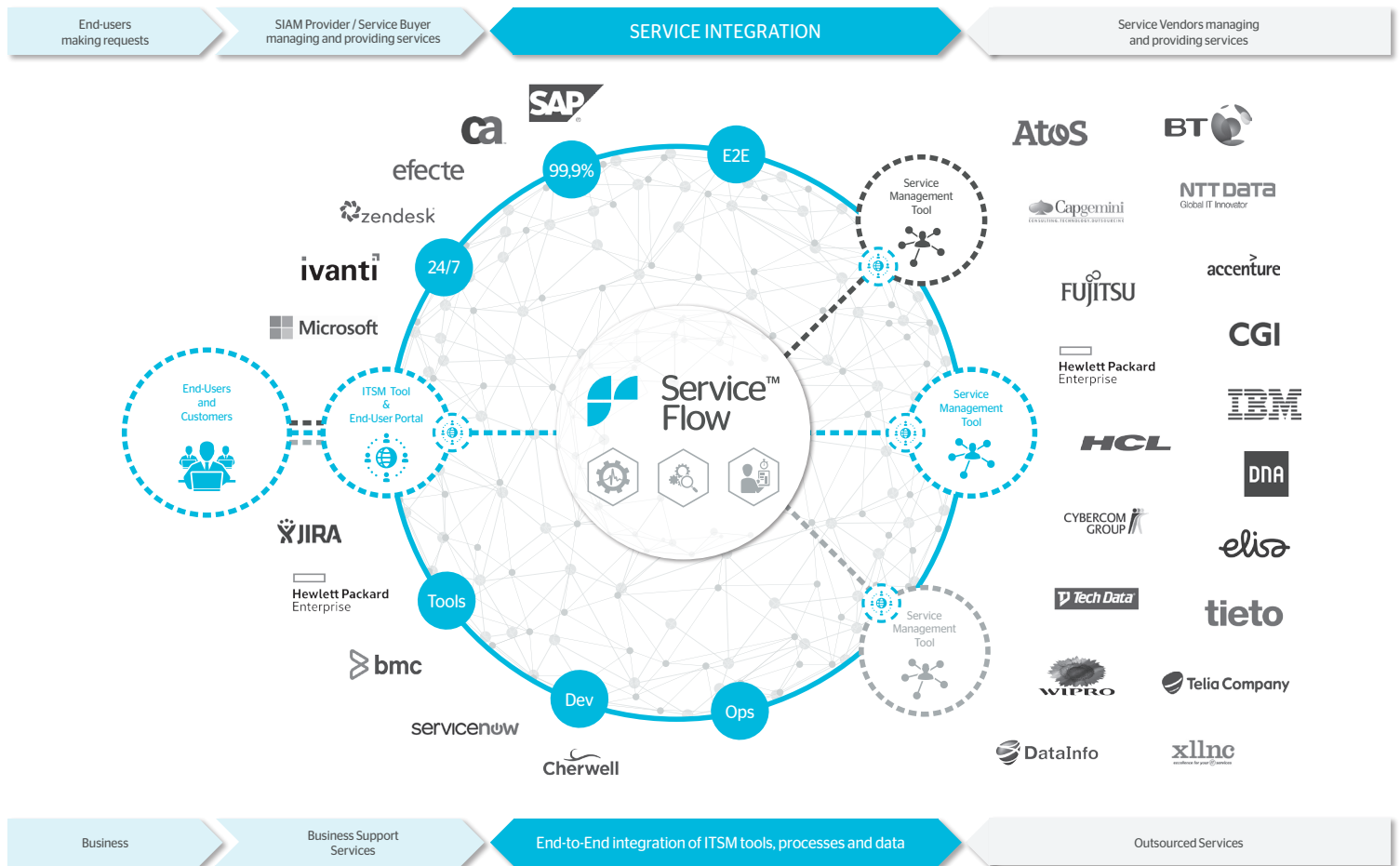
The World's First SaaS Solution  
for Service Integration

# Connect, configure, run - in a day.

All-inclusive solution that enables outsourcing service buyers and service providers to integrate ITSM tools and digitalize service processes just by subscribing to Service-Flow SaaS.

Provides build-in support for all ITIL processes and SIAM framework including service provider-to-service provider integrations.

Democratizes outsourcing services delivery giving better control, reducing costs and complexity.



## Save time, money and worries

- Keep your own service management tools - no more double ticketing
- Develop your tools and processes independently - no more waiting for other parties
- Automate your support processes - no more manual ticket management tasks
- Benefits of managed services - scalability, flexibility, speed and cost savings



### READY-TO-USE

Service-Flow is not just another integration platform; it is a ready-to-use Software Service (SaaS) designed for Service Integrations. It runs on a state-of-the-art cloud platform providing secure, scalable and reliable service integrations for all IT service processes and beyond



### FAST-TO-IMPLEMENT

With Service-Flow, integrations are always half way done since most of the service providers are already connected to the ecosystem. By utilizing ready-made ITSM tool adapters, connecting different ITSM tools lasts only a few hours. All needed integration logic is managed and configured in Service-Flow and no coding is required, the whole service integration process lasts only for a couple of days.



### EASY-TO-MANAGE

Service-Flow SaaS comes with easy to-use user interface and no special technical knowledge is required for creating and maintaining service integrations. In addition, Service-Flow Operations team ensures integrations are up and running 99.9%, 24/7.



### COST EFFECTIVE-TO-RUN

It is not a software deal; it is all-inclusive subscription based service you just utilize. No separate maintenance costs, software investments, integration development projects or special integration skills required.

## What's the Difference?

### Traditional Service Integration via web-service

### Service-Flow SaaS

#### Project

Duration	> 4 months	< 1 month
Focuses on	Technical Integration	Service Process
Type	Conventional, Waterfall	Agile, Iterative (start immediately on process implementation)

#### Investments

Software (if not available)	Must be purchased	-
Hardware (if not available)	Must be purchased	-
Integration development and implementation	Time & Material	-

#### Maintenance & Development

Integration application and infrastructure	To be arranged by End-Customer	Continuous, Included as a Service
Integration application upgrades	Separate Projects	Continuous, Included as a Service
ITSM tool changes / process Development	Software Development/Changes/Testing in every end-point (Service Buyer and all Service Providers)	Configuration through User interface (no changes required in end-points)

#### Management & Availability

Integration availability	Depends on your hardware and software and integration SLA and the other party's hardware, software and integration SLA	99,9%, 24/7/365
End-to-End real-time integration status monitoring	N/A (must be build separately)	24/7/365 Continuous, included
End-to-End real-time message monitoring	N/A (must be build separately)	24/7/365, Modern UI included
End-to-End real-time message statistics	N/A (must be build separately)	24/7/365, Modern UI included
End-to-End real-time disruption handling	N/A, (must be build separately)	24/7/365, Continuous, included
Configurable alerts	N/A, (must be build separately)	Included
Responsibilities	Often unclear: process consultant, software developer, hardware, software, data center, IT service provider, ...	Service-Flow provides operations incl. technical support and maintenance. Certified Service-Flow partners can provide additional services.
Total cost of Maintenance & Management	> € 2 000 €/m (estimate)	Subscription based monthly fee

#### Important Features

Support for SIAM -delivery model	N/A	Built-in
Vendor-to-vendor integrations (n-to-n)	N/A	Built-in
Centralized management via User Interface	N/A	Built-in

# ABOUT SERVICE-FLOW CORP.

Service-Flow Corp. is a software service provider specialized in developing and producing the world's first SaaS solution for Service Integration.

Service-Flow offices are located in Helsinki and in London. Certified partners are supporting our clients to utilize Service-Flow solution worldwide.

## Contact us.

We are happy to help with any queries you have.

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