

Unifi

Ticket Exchange Integrations
in ServiceNow

The screenshot shows the 'Unifi Integration Designer' interface with the 'Messages' tab selected. The interface includes a search bar, filter buttons for 'Any active', 'All types', and 'All directions', and a table of message configurations. The table has columns for Name, Type, Direction, Description, Active status, and Updated time. The messages listed are: AcceptIncident, AddAttachment, BroadcastComment, CloseIncident, CloseIncidentReceipt, and CreateIncident.

Name	Type	Direction	Description	Active	Updated
AcceptIncident	Update	Bidirectional	This message is used to signify that the other system accepts responsibility of the incident	<input checked="" type="checkbox"/>	4mo ago
AddAttachment	Update	Bidirectional	Used to send attachments for this integration	<input checked="" type="checkbox"/>	15d ago
BroadcastComment	Update	Outbound	This message is used when a comment is added to an record in the incident hierarchy that needs to be...	<input type="checkbox"/>	4mo ago
CloseIncident	Update	Bidirectional		<input checked="" type="checkbox"/>	37m ago
CloseIncidentReceipt	Receipt	Bidirectional	Receipt specific for the closure scenario as the bond needs to be set to closed	<input checked="" type="checkbox"/>	4mo ago
CreateIncident	Create	Bidirectional	Message used to manage creating incidents	<input checked="" type="checkbox"/>	2mo ago

Managed service providers and large enterprises use Unifi to facilitate ticket exchange integration in ServiceNow.

This fact sheet highlights the benefits of using Unifi in your ServiceNow instance to get the very best integration experience.

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Unifi

Unifi provides unparalleled resilience, operational insight and remediation for mission critical ticket exchange integrations.

Trusted by MSPs and Enterprise Customers around the world, Unifi is the definitive eBonding ticket exchange integration platform for ServiceNow.

[View in the Store](#)

Why Unifi

- Streamline development and support with a single platform for all ticket exchange integrations, no need for third party middleware.
- Reduce integration build time and customer onboarding from months to days.
- Empower analysts with real-time detailed operational information, increasing integration uptime with less reliance on integration experts.

Customer Logos



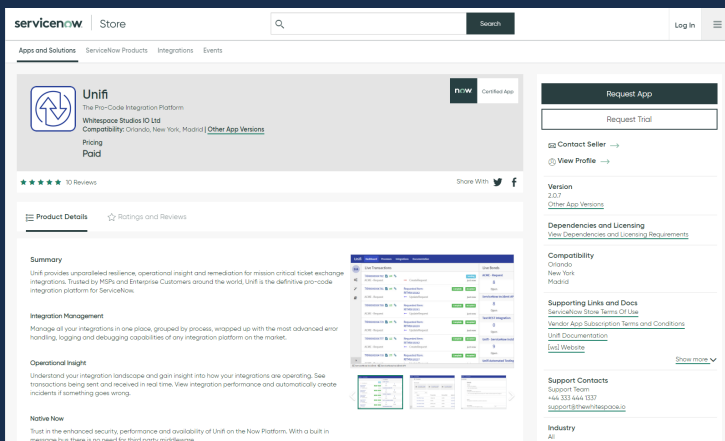
ROI/Value

1 platform for ticket exchange management

15 minutes to connect a new customer

92% reduction in time to build an integration

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Comparison

Unifi stands out from all other integration tools in the market.

It has been built exclusively for ServiceNow and specifically for ticket exchange.

ServiceNow brings an unparalleled platform and Unifi brings unparalleled integration capabilities.

Build quickly and confidently. With at least 80% of every integration you build already there, you can empower your team to build robust integrations without being concerned about low-level fundamentals.

	Unifi	Integration Hub
Pricing	All inclusive.	Per transaction.
Bonds	Dedicated records to track the integration lifecycle for each ticket.	None - custom build.
Queue Management	Dedicated record to track the queue state and success or error of each update.	None - custom build.
Debugging & Support	Detailed payload tracking for all inbound and outbound requests. Dedicated contextual integration profiling and logging.	Syslog and outbound request tracking only, payloads truncated to 100 characters.
Configuration	Isolated integrations with templating, all infinitely flexible. Completely scriptable to cater for any requirement. Self-contained trigger logic, mapping and payload building.	Process flow for each integration scenario. Custom Spokes/Flows required for anything bespoke.
Onboarding	Copy integration stacks, share with the customer, connect in hours.	None - custom build.
Tried & Tested	Unifi has been used to deliver hundreds of business critical ticket-exchange integrations.	In order to get the same capabilities as Unifi, you would need to rely on an unproven custom build.



Pricing

Unifi is a subscription service. This gets you access to the Unifi platform with no restrictions on the number of integrations you can build, nor the amount of transactions you send or receive through it.

You also get access to our expertise on how to design, build, configure and support ticket exchange integrations, and training is offered as part of the subscription service.

Unifi is continually being developed and improved, these updates are provided as part of the service. We'll also help you when it comes to upgrade Unifi.

For larger customers who have additional needs such as multiple production instances or require enhanced 24/7 support, please get in touch.

Subscription Benefits

- \$60,000 per year.
- Unlimited number of integrations and transactions.
- 3rd line support for integrations you build.
- Operations training for day-to-day use and support of integrations.
- Developer training for building and configuring integrations.
- Unifi upgrade assistance.
- Minimum 1 year term.

Highlights

\$12,000

For the first year

Unlimited

Integrations*

30 Day

Free
development
trial

*An integration is the connection of two systems to transfer or exchange data for one process. This is represented by one integration record in Unifi.
All prices are in USD and subject to change without notice

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MSP Customer Pricing

Sublicense Unifi to your customers.

By having your customer use Unifi, they get all the same great features for their ticket exchange integrations too.

Connect within hours, have full integrations up and running within days, and give your customer the best integration onboarding experience.

If your customer is using Unifi, then your support staff are already equipped to better support them.

And who better to fall back on for 3rd line ticket exchange integration support than the people who built the platform.

Subscription Benefits

- Full version of Unifi; customers/suppliers have the same benefits as you.
- 12 month subscription to use Unifi for an unlimited number of integrations to you.
- 3rd line support for integrations you build.
- Customer training for operating Unifi.
- Unifi upgrade assistance.
- Opportunity to upsell Unifi and Unifi integration services to these customers.

Highlights

\$12,000
per year

Unlimited
integrations to
you only

1 year
minimum term

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Unifi
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in ServiceNow