Jitterbit + servicemax
From GE Digital

Connect ServiceMax Intelligently

ServiceMax Integration Simplified

Jitterbit delivers powerful, flexible, and easy-to-use data and application integration software.

Designed for the technical business analyst, Jitterbit's graphical "no-coding" approach accelerates and simplifies the configuration and management of on-premise and cloud-based integration projects.

Available in on-premise and public/private cloud deployments, Jitterbit is the most powerful-yet-simple integration solution available, allowing companies of all sizes to solve the challenges of application, data, and business process integration.

Boost Your Service Performance

Jitterbit is the solution of choice for ServiceMax users who need to integrate field service management processes with any other in-house or cloud-based systems.

Jitterbit can quickly and easily integrate scheduling, work order management, dispatch, warranty, and SLAs with ERP and CRM systems, giving ServiceMax users access to key field service data from any app.

Integrating ServiceMax gives enterprises and their field technicians the ability to be better prepared, make smarter

decisions, serve more customers, and increase revenue and customer satisfaction by optimizing end-to-end field service operations.

With Jitterbit you can:

- Automate workforce, scheduling and parts logistics, and inventory and depot repair processes.
- Get real-time visibility of customer history to bring a consistent approach to managing workloads.
- Optimize dispatch and scheduling to know which technicians are preferred to perform field visit.
- Update invoicing with accurate parts usage, labor expenses and field tech time.

KEY BENEFITS

✔ Deploy on-premise or on the cloud.

✔ Install or sign up and get started with your integration project in minutes.

✔ "Out of the box" connectivity between ServiceMax and 350+ systems.

✔ Map data between systems and deploy easily with an intuitive point-and-click "no coding" interface.

✔ Lowest total cost of ownership.

"Together with Jitterbit, our customers can jumpstart their field service integration projects and ensure they are up and running on ServiceMax as quickly as possible."

Patrice Eberline, VP of Global Services, ServiceMax

Intuitive Integration

Jitterbit automatically discovers system configurations to help you get started quickly. The user interface allows non-technical users to point and click to define source and target systems, drag and drop to map data transformations and easily run integration operations on batch, trickle or real-time schedules. A fully featured administration console provides reporting, notifications, and detailed user and group permissions.

Shortcut to Success

Jitterpaks allow you to import, export, and share every aspect of an integration, including document definitions, data mappings and transformations. Pre-built Jitterpaks for common integration scenarios give you a jumpstart on your project.

SaaS Applications: Salesforce, NetSuite, Workday, ServiceNow, and more

Enterprise Applications: SAP, Microsoft Dynamics (CRM, AX, GP, NAV, SL) PeopleSoft, Oracle, JD Edwards, QAD, Infor, and more

APIs: HTTP/S, Web Services (SOAP, REST), Custom API publishing and management, OData Services

Databases: Oracle, SQL Server, DB2, MySQL, Sybase, Teradata, and more

Other Protocols: ODBC, JDBC, FTP, File Shares, LDAP, SMTP/POP3, and more

Data Formats: XML (WSDL, XSD), All EDI (X12, EDIFACT, TRADACOMS, XML, CICA, HL7, etc.), Flat Text Structures, Hierarchical Text Structures, and more

Existing SOA Platforms: webMethods, Tibco, IBM WebSphere, BEA WebLogic, and more

THREE-STEP INTEGRATION

1 **Design** your own integration requirements or let Jitterbit automatically discover basic system configurations.

2 **Deploy** your mappings and operations to high-performance distributed run-time agents (locally or cloud).

3 **Manage** your integrations with the administration console. Track operation queues, view activity logs, and get real-time status alerts.

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