

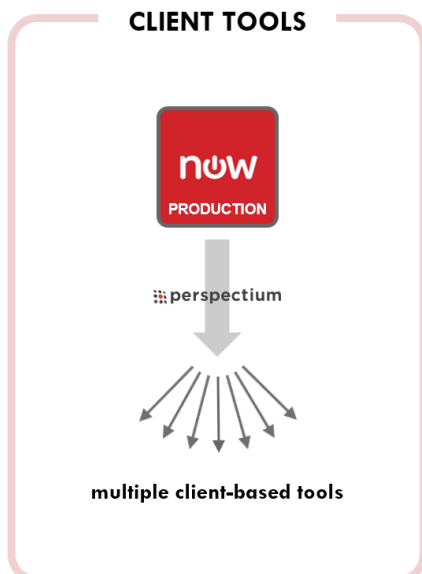
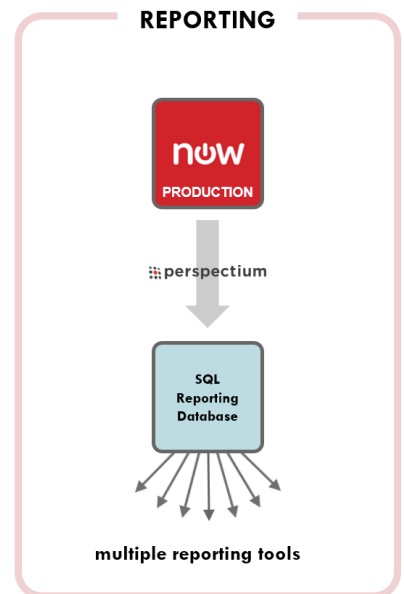
Essential Integrations for Delivering Managed Services

As a managed service provider, Accenture needed to deploy integrations rapidly—cloud-based integrations that employed queues and that would contribute to the scalable and repeatable solutions that Accenture promised to its customers.

Reporting: Accenture needed an integration solution to meet its reporting requirements. Accenture set up a reporting data warehouse to bring in data from both ServiceNow and other tools. Their multi-tenant environment also means that there are some tables that their customers should not access.

Many of their customers requesting real-time reporting, Accenture also sought to provide ad-hoc reports, using SQL server reporting services. “We have to be very dynamic and limber,” says Jeff Lowenthal, Enterprise Architect for Accenture.

Meeting all of these reporting requirements, Perspectium enables robust reporting for Accenture’s customers, adding columns dynamically as the incident form changes with field additions.



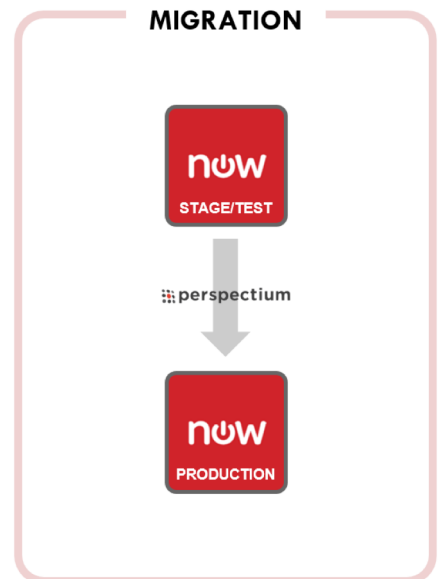
Client Tools: To maintain a ready connection to its customers, Accenture needed continuous access to replicate data to clients' tools, including monitoring systems, incident management systems, email, SharePoint, and a number of other tools.

Using Perspectium, Accenture replicates data dynamically so that their customer systems stay up-to-date. Accenture takes advantage of the publish-once, subscribe-many feature in the Perspectium cloud to avoid performance impacts on Accenture’s resources.

Migration: Having recently migrated from Remedy, Accenture had set up a best-practices process with their ServiceNow offering to be as competitive as possible among managed service providers. This process allowed Accenture to onboard new customers consistently and effectively.

Accenture discovered that its existing Perspectium solution could streamline and help automate the onboarding process. The speed at which Accenture could onboard new customers was a governing factor in the decisions Accenture made regarding the tools that would perform the onboarding process.

After new customers load foundation data into a provisioning tool, Accenture now uses Perspectium to move the data from staging to production. With the data fields properly mapped by the customers, Accenture can onboard a new customer in a couple of days. In short, Accenture drew even more value from its Perspectium framework than they had originally planned for.



"We briefly looked at some of the competitors out there, but quite frankly, nothing even came close to fitting as neatly into what we needed as Perspectium."

- Jeff Lowenthal, Enterprise Architect for Accenture

The Payoff: Accenture is growing rapidly, onboarding new customers every week. Accenture eliminated the need for 11 custom integrations, is replicating 2 million records per day, and is offering real-time ServiceNow reporting of over 100 million records per month.

In the past, Accenture had a team that continually worked on managing access to data. With Perspectium, that overhead became unnecessary. Jonathan Livingstone from Accenture said it well: "Perspectium is there in the background, just keeping all this working for us".

"As an MSP, integration is almost always involved in one of our deals. . . . We've been able to grow this [Perspectium integration solution] and scale it and not had any concerns about the overhead it takes to run this. . . . It's been something that we've really learned to come to depend on, and you guys have come through every time for us."

- Jonathan Livingstone, Application Architect for Accenture