TOPdesk Connector

AZURE MONITOR & SCOM NOTIFICATIONS IMMEDIATELY FORWARDED TO TOPDESK

ABOUT

The TOPdesk Connector is used to integrate monitoring alerts (functional and IT) with the incident management process of TOPdesk. Integrating both worlds has two advantages: the support engineer or system administrator just has to focus on one list of incidents and the organisation gains insight into valuable information.

Some examples of functional and IT alerts you can connect to TOPdesk incident cards:

- Suspicious logins on Office365
- Data limits and costs for Azure subscriptions
- Moving of remarkably large data files

The TOPdesk Connector will help to streamline the completion of the alerts generated by the monitoring solution according to the incident management process used for all other reported incidents. The TOPdesk Connector works bidirectional: Alerts generated will be visible in TOPdesk, and tickets that are being closed in TOPdesk will also be closed in the monitoring tool.

Automatic creation of incident cards in TOPdesk after monitoring alert

Security-, Performance-, and/ or Pricing alerts just in time at the right stakeholder

Available for Azure Monitor and SCOM

Bidirectional connection

INVID

"We are happy with the functionality of the TOPdesk Connector. Because of its 2-way communication between SCOM and TOPdesk our ServiceDesk only needs to use one system for both alarms and other incidents."

**Tobias Hansson
Technical Manager Datacenter**

RID

"The TOPdesk Connector is valuable to us because of its communication between SCOM and TOPdesk. The Connector provides tickets with valuable information and allocates them to the right department."

**Justin Duijne
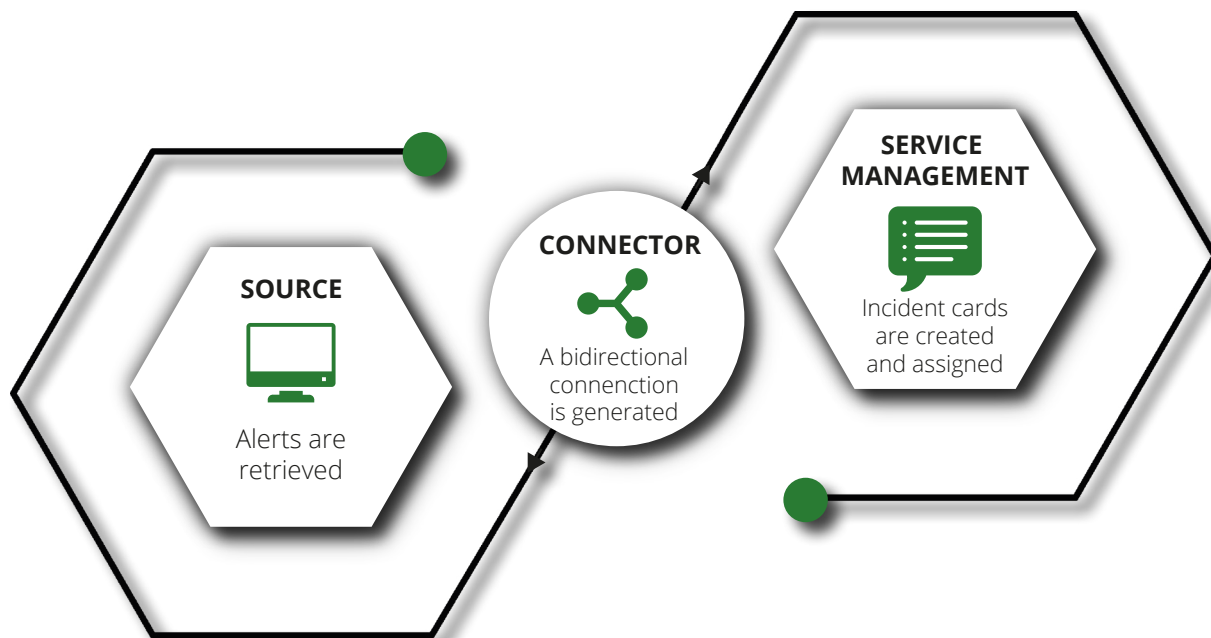Senior Technical Administrator**

Amphia

"We mainly use the TOPdesk Connector to reduce the administrative burden in our department. It also eliminates human errors. Once turned on, the TOPdesk Connector does all the work and we don't have to worry about it anymore."

**Rick van den Broek
IT Manager**

Supported by:

TOPdesk

SOURCE
Alerts are retrieved

CONNECTOR
A bidirectional connenction is generated

SERVICE MANAGEMENT
Incident cards are created and assigned

KEY BENEFITS OF USING THE TOPDESK CONNECTOR

- Integration of Azure and SCOM with the latest version of TOPdesk to combine the best of both

- Facilitates increased efficiency in alert handling

- Alert information is added to TOPdesk incident cards; for example the source, severity, description and alert name

- Includes a mapping file to specify how information from the monitoring tool is added to the TOPdesk incident card

- Includes a SCOM management pack to monitor the correct working of the TOPdesk Connector

- Provides insight in correlation between incidents and alerts

- Creates a bidirectional connection between TOPdesk and Azure Monitor and/or SCOM

CONTACT

A trial version of the TOPdesk Connector is available. Are you interested to see the Connector work and experience the added value? **Contact us!**
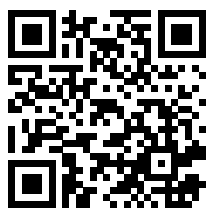
A product by the Backbone

The Backbone is specialized in monitoring solutions in the field of End-User Performance. We focus on **end-user monitoring**, SCOM, Azure Monitor and the **ProductivityPerformer**. Thanks to our monitoring solutions various stakeholders receive the valuable information they need.

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