

# BMC Service Desk Express Version 9.8



BMC Service Desk Express Suite version 9.8 is now available. Using industry standard connectors, the BMC Service Desk Express (SDE) integration engine helps organizations find efficiencies, improve time to resolve issues and provide customer satisfaction by easily connecting SDE with other key business applications, such as BMC Configuration Manager Express and BMC Performance Manager Express.

## **SDE 9.8 further enhances the integration options available by adding Web Services functionality to the SDE integration engine.**

### **What is new in Service Desk Express 9.8?**

#### **Web Services**

The Web Services tab has been added to the BMC Service Desk Express Integration Engine Console that allows you to publish Web Services that will be consumed by external applications (such as a web page). The following includes examples of what can be accomplished with the SDE Integration Engine and Web Services.

#### **2 Way:**

- Integration with a Network Management System: A request is sent to SDE regarding open tickets for a specific device. SDE sends the results back
- Existing web portal can include the ability for Support Staff to see all records assigned to them. In addition, links to the related tickets may be included for one click access
- SDE query results may be published to an existing web portal. NOTE: This would not be done with QuickViews in any way but would simply be a backend query
- SDE-Remedy Integration. Data may be transmitted between the 2 systems in real time. Though SDE-Remedy integrations have been done in the past via ODBC, this would not be done in considerably less time with a lesser level of complexity

#### **Outbound:**

- SDE sends Whiteboard information to an existing web portal
- SDE sends Change Schedule information to an existing web portal
- Scenario: SDE has been customized to include Training Registration capabilities - Training group posts Training information to an existing Web portal

#### **Inbound:**

- Information sent from an existing portal (such as SharePoint) – results in the creation of an Incident.

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