

Integrate op5 Monitor with your helpdesk system

An application note for op5 Monitor. This application note gives an overview of the benefits with integrating op5 Monitor with external Help Desk systems and how this is done.

Introduction

In general, a complete support function uses a set of tools and systems to enhance and ensure good quality service levels to the organization. Two common systems are generally present:

- A network and [application monitoring system](#), e.g. op5 Monitor
- A helpdesk system for tracking and dispatching tickets, e.g. a ticket handling system.

Combining these two systems easily creates a win-win scenario.

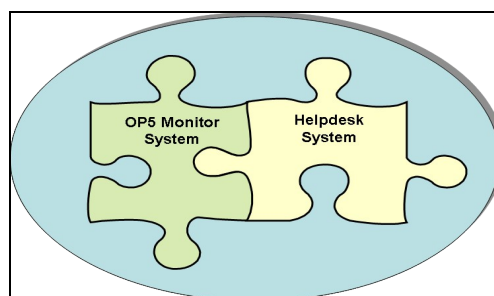
Functional perspective

Looking at this from a pure functional perspective one may split the functions in two:

op5 Monitor collects > measures > prioritizes > notifies > updates errors and potential problems from the IT systems.

A Helpdesk system adds;

- Input from users, e.g. phone, email etc
- Ticket handling
- Time tracking on tickets
- Multiple ways to document
- Activity tracking
- Etc.



op5 Monitor and integrations

By connecting the two systems together we can achieve the best of two worlds.

- When a problem is detected in op5 Monitor the system creates an automatic ticket trap in a predefined format to the helpdesk system.
- A new helpdesk ticket is automatically created that includes;
- A direct URL link to the actual problem in the network
- A specification on the actual problem
- If the specific problem has been automatically allocated to a individual engineer and who that is
- When the engineer accepted the task
- Any comment that the engineer added to the problem once I acknowledge the problem.

Value for the customer

The value of this integration is easily calculated.

- All parties involved in reducing the time to problem solved are looking and reading the same info and thereby minimizing confusion and misunderstandings.
- Correct information to the organization waiting for answers is the best time and resource savings.
- Easy click and browse for direct access between the systems.
- Etc.

Technology and supported help desk systems

op5 has developed two ways of creating direct system integration with leading helpdesk system providers.

- Email / trap integration with Nilex, Remedy/ARS.
- By installing a special plugin the two systems communicate via the SMTP protocol.
- XML integration with Easit or other XML enabled Helpdesk systems.
- By installing a XML plugin the two systems communicate via an XML.

We have many customers today running these integrated solutions. The specific plugins are developed in generic format for easy modifications to new systems. Please do contact us for additional information on how we can support your organization in the best possible way.

For additional information on the different helpdesk systems please see:

- www.nilex.se
- www.easit.se
- www.remedy.com

Summary

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For further information please contact us on +46-8-23 02 25 or info@op5.com, www.op5.com