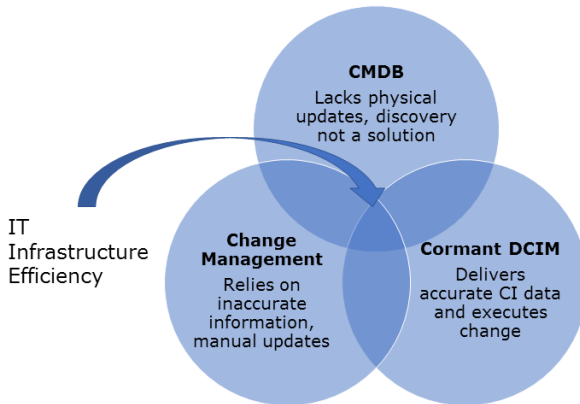


Cormant-CS ITSM Integration

At Cormant, we recognize that data within the Cormant-CS DCIM solution is of most value when it can be exchanged with external systems. That's why we offer the Cormant-EDIS (External Data Integration Service) platform. The Cormant-EDIS solution provides a plug-in framework for complex one or two-way interfaces. A key benefit of this framework is a lower cost of interface delivery, increasing the ROI of Cormant-CS DCIM

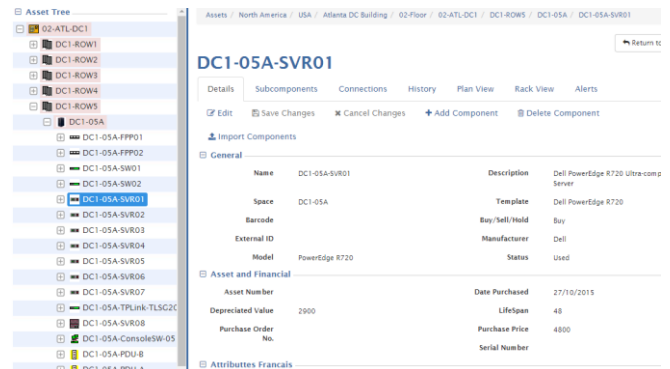


Integrate ITSM and Cormant-CS DCIM

- DCIM data is the missing element within an ITSM framework. ITSM usually relies on discovered or manually updated data, increasing the business risk of incorrect decision making. Cormant-EDIS delivers a solution for low-cost, configurable integration.
- Save time and money by capturing data once and synchronizing data between systems.
- Cormant-EDIS supports ITIL initiatives and lowers the cost of delivering ITIL processes within an organization.

CMDB

- Two-way integration supports Asset/CI elements that are created in a CMDB or Cormant-CS
- Cormant-EDIS is configurable to synchronize standard or custom data elements in both directions.
- By exchanging only necessary data Cormant-CS supports a federated CMDB model, rather than exchanging all data.
- Exchanges can be time or business rule based.



Change Management

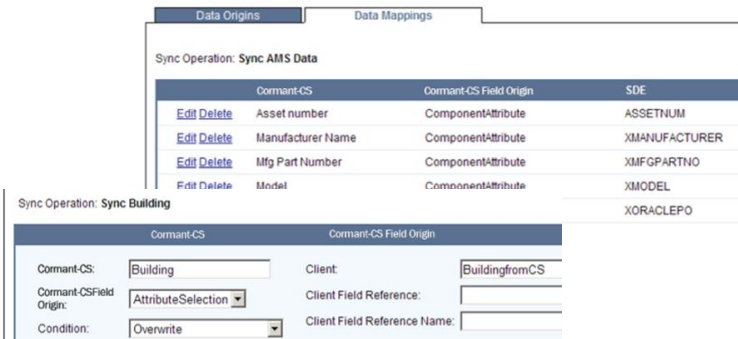
- Physical move, adds and changes of equipment, assets and connectivity are usually required as part of larger enterprise change initiatives managed in an enterprise service management system. Cormant-EDIS triggers Cormant-CS Workflow creation based on user defined rules.
- Cormant-CS orders are broken into tasks and status updates are pushed back to the service management solution as the task progresses.
- Upon ticket completion, the ITSM system can be updated with change details and CI records updated as required.

Workflow Manager

Task Reference	Device Name	Type	Status	Assignee	Scheduled Date	Current Location	Dest Location	Change No
000001-0002	DL380 HD	Install	Being Planned	Brad Beamish - ADMIN		Not Created	Northolt	C0927183
000001-0003		Move	Being Planned	Cormant Support		Source Location	Northolt Northolt Building 1 DCI	C0189392
000003-0001	Server358	Install	Being Planned	Brad Beamish - ADMIN		Not Created	Atlanta DC Building 02-ATL-DC1	
000003-0002		Install	Being Planned	Brad Beamish - ADMIN		Not Created	Atlanta DC Building 02-ATL-DC1	
000007-0001	DCIM-SRV	Install	Being Planned	Brad Beamish - ADMIN		Not Created	Atlanta DC Building 02-ATL-DC1	
000008-0001	ACTION-SVR-01	Install	Being Planned	Brad Beamish - ADMIN	05/06/2016	Not Created	Atlanta DC Building 02-ATL-DC1	125478
000018-0001		Install	Being Planned	Brad Beamish - ADMIN	18/07/2016	Not Created	Atlanta DC Building 02-ATL-DC1	123234345

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ITSM - Cormant-EDIS Configuration



The screenshot shows two tabs: 'Data Origins' and 'Data Mappings'. Under 'Data Origins', there are two sections for 'Sync Operation: Sync AMS Data' and 'Sync Operation: Sync Building'. Each section contains a table with columns for 'Cormant-CS', 'Cormant-CS Field Origin', and 'SDE'. The 'Sync Building' section also includes a form with fields for 'Cormant-CS', 'Client', 'Cormant-CS Field Origin', 'Client Field Reference', and 'Condition'.

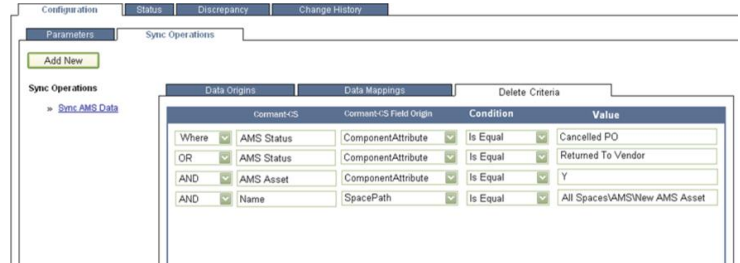
Cormant-CS	Cormant-CS Field Origin	SDE
Asset number	ComponentAttribute	ASSETNUM
Manufacturer Name	ComponentAttribute	XMANUFACTURER
Mfg Part Number	ComponentAttribute	XMFGPARTNO
Model	ComponentAttribute	XMODEL
		XORACLEPO

Custom Data Mapping

- Mapping is configurable including custom created fields in both ITSM and Cormant-CS systems. Not limited to a pre-defined data set.
- Data exchange can be configured to be one direction or bi-directional.
- Business rules control when data is exchanged.
- All data exchanges are logged and a conflicts resolution screen is provided.

Business Rules Trigger Exchange

- Business rules can be set-up for data exchanges both to and from Cormant-CS.
- Workflow tasks can be updated as the task progresses or at specific status points.
- For Assets/CIs either the CMDB or Cormant-CS can be used as the system of record and this is possible on a mapped field-by-field basis.



The screenshot shows the 'Delete Criteria' configuration interface. It includes a 'Where' clause with a table of conditions:

Where	AMS Status	ComponentAttribute	Condition	Value
OR	AMS Status	ComponentAttribute	Is Equal	Cancelled PO
AND	AMS Asset	ComponentAttribute	Is Equal	Returned To Vendor
AND	Name	SpacePath	Is Equal	All Spaces\AMSNew AMS Asset

Cormant-EDIS is also configurable for multiple mappings, external IDs, template mapping, logging, timing, system locations, conflict resolution and email alerting. Data is synchronized with both the Cormant-CS components/assets module and workflow module.

A sample of connector integrations supported include:

- Service Now
- Remedy
- Jira
- Salesforce
- IBMS
- RF Code
- Emerson Therm-O-Disc
- Server Technologies
- Any SNMP PDU/CDU
- Power IQ

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