Kelverion

Integration Pack for EasyVista Service Manager
Automation for EasyVista

The Kelverion Integration Pack for EasyVista Service Manager is a compliant integration for Microsoft System Center 2012 R2 Orchestrator or System Center 2016 Orchestrator.

It supports the EasyVista Versions

Online - version 2016.1.267.3 (x86)

On premise - version 2016.1.267.5 (x86)

The Integration Pack enables users to create, update, get and monitor requests and assets in EasyVista. It delivers a range of re-usable objects to automate IT-Functions such as:
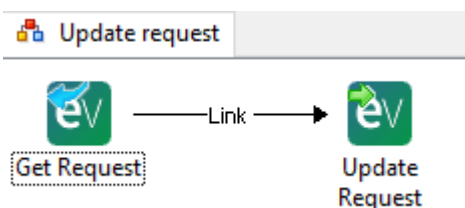
Service Desk

Create service objects from a wide range of enterprise management tools or custom sources.

Monitor Service Objects

Monitor for new or changed service objects to automate the diagnostic/remediation process.

Configuration Management

Initiate automated changes and transform and populate asset data into the EasyVista CMDB.
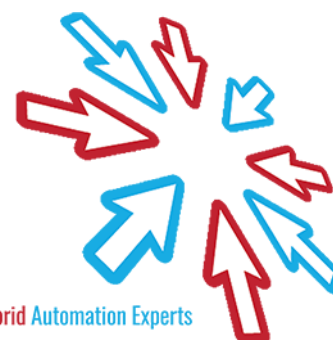

Kelverion are a Microsoft System Center and Cloud Partner who offer Integration Packs and Tools to enhance System Center Orchestrator and Azure Automation and deliver System Center implementation services.
Find out more at http://www.kelverion.com

IP FOR EASYVISTA SERVICE MANAGER ACTIVITIES

Activity	Description
Close Request	Close an open request or incident
Create Asset	Create a new asset - equipment/license/contract/ configuration item
Create Request	Create a new request or incident
Get Asset	Retrieve asset data from EasyVista
Get Request	Retrieve requests or incident data from EasyVista
Monitor Request	Detect New requests or incidents
Resume Request	Resume a previously suspended request or incident
Run Internal Query	Run EasyVista report queries
Suspend Request	Suspended a request or incident
Update Asset	Update an existing asset - equipment/license/contract/ configuration item
Update Request	Update existing request or incident

Cloud & Hybrid Automation Experts