

1Gateway - The standard Message Gateway Solution

1Gateway is a standard product to simplify message integration between varieties of management tools. A flexible message exchange based on a plugin concept makes it easy to orchestrate the flow between any number of given endpoints.



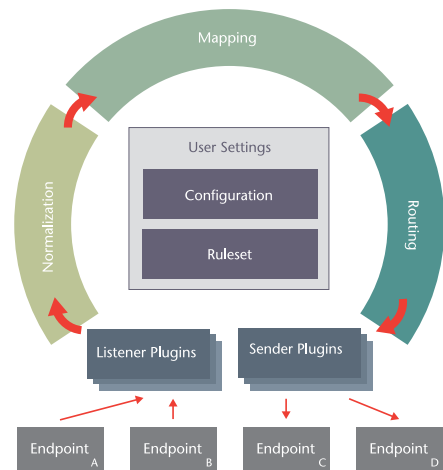
Possible endpoints

Benefits

- ✓ Protect existing investment in tools
- ✓ Increase ROI on incumbent tools
- ✓ Fully supported integrations, no bespoke development
- ✓ Avoid risky and expensive consolidation projects

Architecture

1Gateway has an innovative architectural approach which drastically reduces the time to integrate messages between management tools. Listener and Sender Plugins to a given endpoint are kept separate. In combination with the normalization and routing engine the user has maximum flexibility. A message from one Plugin can be sent to one or many other endpoints supported by 1Gateway. Since all messages are normalized in 1Gateway, a user can easily define routing rules to determine how the data is forward to its destination. Sophisticated routing rules enable the user to extend the routing of the same message to several endpoints.



Architecture and Message Flow

Endpoint Plugins



+ more

Use Case: Cross Domain Integration

Client Requirement

- Maintain one Incident Management for internal and external Service Provider (SP) tickets only
- Ticket assigned to SP must automatically open ticket in peer system
- Public comments shall be synchronized across domains

Advantage

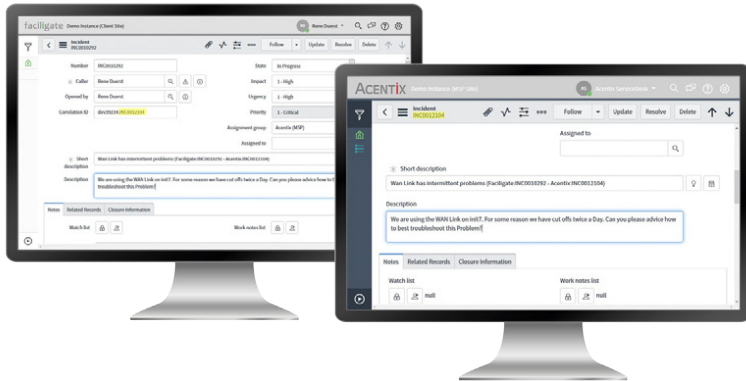
- Ticket status report can be run from either system
- Synchronization happens nearly real time
- Critical ticket re-routed to SLACK channel for escalation

Endpoints

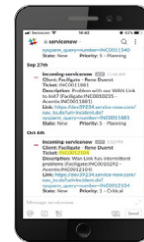
servicenow

freshdesk

ceeview



Ticket Systems Cross Domain



SLACK channel

Use Case: Service View in a Single Pane of Glass

Client Requirement

- Various data sources must be integrated
- Existing management products shall be utilized
- Metrics from cloud products need to be included

Advantage

- High user acceptance, solution based on existing products
- Flexibility in integration, for on-premise and cloud data
- Fast resolution cycle due to common data collectors across organization

Endpoints

ceeview

ca technologies

ZABBIX

PRG NETWORK MONITOR



Single Pane of Glass

For more information how your organization can benefit from 1Gateway contact us:

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