


ConSol CM-Feature


SOA with ConSol CM – Flexibility, Process Stability, Data Integrity

ConSol CM and SOA

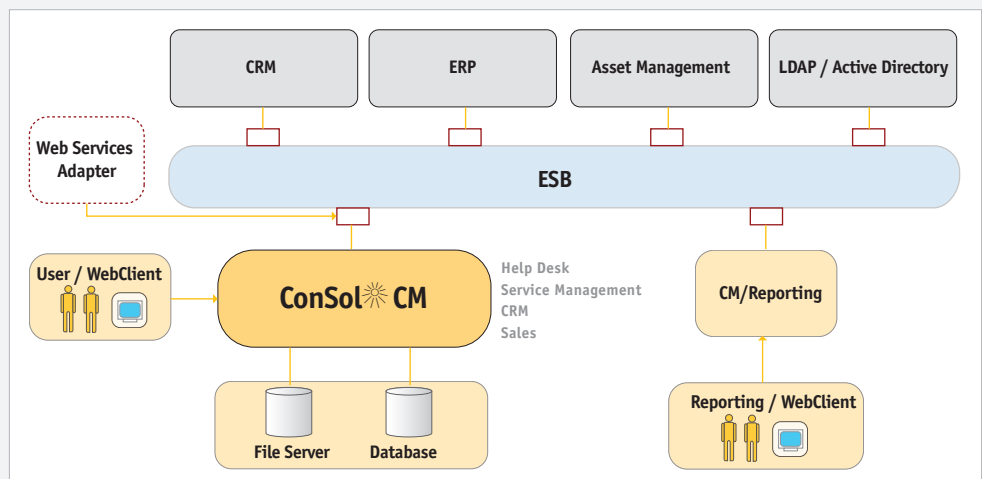
- ▶ Prestigious software for managing help desk, service management, CRM and sales processes
- ▶ Completely SOA-compatible, thanks to the latest Web Services technology
- ▶ Connection of ConSol  CM to a proprietary ESB service as well as existing Enterprise Service Buses
- ▶ Experienced ConSol  CM consultants ensure SOA Governance and optimal Business Process Management (BPM)


Benefits

- ▶ Quick and seamless integration of ConSol  CM into any infrastructure
- ▶ Comprehensive ConSol  CM functionality for help desk, process and service management available immediately
- ▶ SOA-Governance expertise combined with field-tested ConSol  CM process consulting
- ▶ Extensive reporting options

ConSol  provides you with a **comprehensive toolkit for managing help desk, service management, CRM and sales processes** that can be directly integrated into your SOA environment. It doesn't matter whether you are about to introduce a Service-Oriented Architecture (SOA) or have long depended on the flexibility of this architectural concept to improve the degree of innovation and the efficiency of the business processes in your enterprise.



ConSol CM – SOA Platform



The ConSol  CM SOA platform enables software to be seamlessly **connected to existing third-party systems** such as ERP, CRM, process management and monitoring systems.

SOA components are integrated using an **Enterprise Service Bus (ESB)**, which uses Web services to communicate with linked systems.

With the aid of the ESB, access to all data and services in linked systems will be orchestrated. This method ensures **enterprise-wide data integrity**.

ConSol  CM can receive requests from other applications via the ESB, open service tickets and automatically process information based on the predetermined workflow. ConSol  CM will then deliver the results via the ESB to the linked systems.

ConSol CM-Feature

SOA integration options with ConSol[®] CM

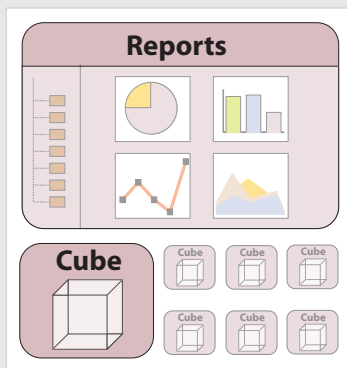
ConSol[®] CM: : The Cornerstone of your Service-Oriented Architecture

The ConSol[®] CM Enterprise Service Bus (ESB) is a service that runs self-sufficiently and independently of the software. The ESB enables ConSol[®] CM to control all of your applications.

Connection to an Existing ESB

What's more, the open interfaces with ConSol[®] CM and compliance with all standard technologies allow the software to seamlessly and easily connect to any existing ESB.

Comprehensive Management Reporting



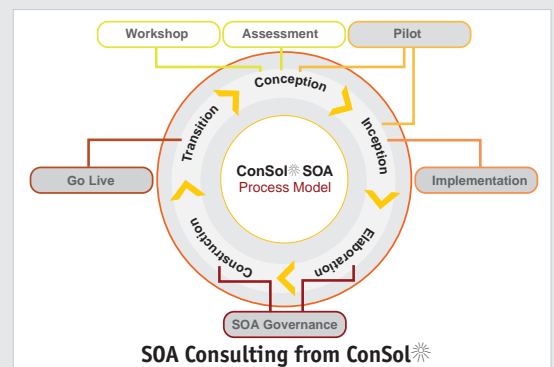
ConSol[®] CM's seamless SOA integration supports **proactive real-time reporting** in several ways:

- ConSol[®] CM delivers detailed transaction data and full data history, which other systems (for example, SAP) can call upon to generate reports.
- ConSol[®] CM places a complete business intelligence framework at your fingertips. A wide variety of ConSol[®] CM reports can be produced by Crystal Reports - with a click of the mouse, transparent and easy to understand. These reports lay the foundation for the ongoing optimization and fine-tuning of your individual process design.

Strategic SOA Consulting

Software alone is not enough for the implementation of a Service-Oriented Architecture. Because a decision regarding SOA influences both the technical and organizational levels of an enterprise, it must consider all the details in their entirety.

Our **consultants** have **practical industry experience**, and they will assist you in the implementation of ConSol[®] CM with their extensive know-how in Business Process Management so that the software will quickly deliver the expected value for your SOA. At the same time, our consultants help with **SOA Governance**, the key to the sustainability of your Service-Oriented Architecture. Detailed analysis and evaluation of your IT infrastructure workflows ensures agile and optimal business processes.



Contact ConSol[®] Consulting & Solutions Software GmbH

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