

## 1Gateway - The standard Message Gateway Solution

1Gateway is a standard product to simplify message integration between varieties of management tools without writing code. 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
- ✔ Integration costs become predictable

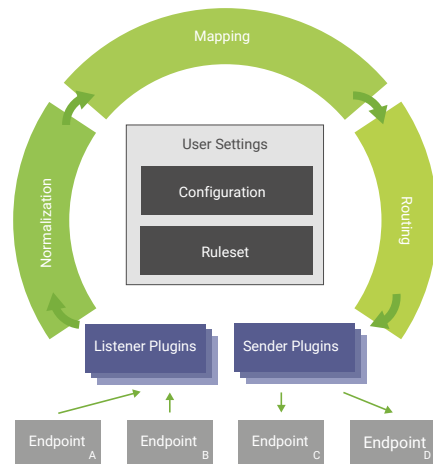
« ... thanks to 1Gateway, departments can still use their trusted tools when centralized management solution can not fulfill expectations. This furthers acceptance and improves the quality of the overall solution... »



Markus Odermatt, System Engineer Corporate ICT Services

### Architecture

1Gateway has an innovative architectural approach which drastically reduces the time to integrate messages between management tools. Listener and Sender Plugins to given endpoints 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 forwarded 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

« ... the concept of 1Gateway fascinates me. Flexible mapping in combination with individual routing enables us to act upon new requirements fast and efficient... »



Maurizio Mastropietro, System Spezialist, DFR IT AG

## Use Case: Cross Domain Integration

### Client Requirement

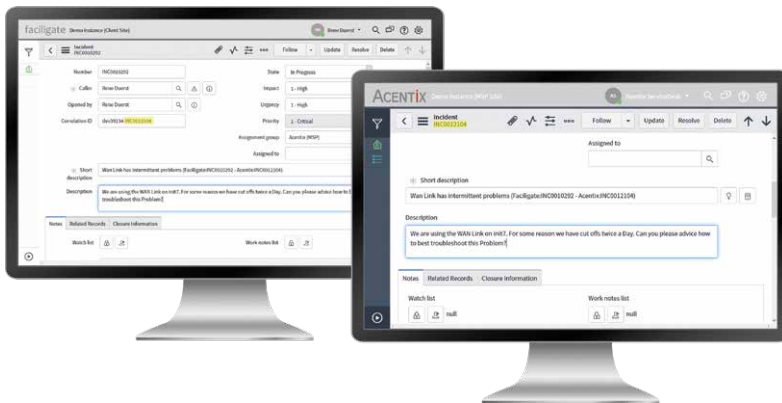
- Use one Incident Tool only, for internal and external (Service Provider SP) tickets
- Ticket assigned to SP must open ticket in peer system automatically
- Public comments shall than be synchronized across domains

### Endpoints

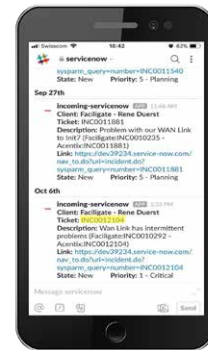


### Advantage

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



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

### Endpoints



### Advantage

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



Single Pane of Glass

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

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