ConnectMagic
PRODUCT DATASHEET

TOOLCHAIN INTEGRATION FOR MSPS

The business challenge

Whether growing through acquisition or organically, if different departments of an organization are operating independently of each other, this will hamper the efficient provision of quality business services. For optimum productivity and streamlined workflows, customer data needs to be connected and continually synchronised. What use is customer data to a team, if it is not kept up-to-date and relevant? This is the scale-up challenge facing growing businesses, and it is only a matter of time before that technical problem becomes a significant value inhibitor.

The need for synchronised toolsets

Service Management workflows rely on accurate customer data from your CRM, up-to-date configuration information in your observability platform and all the adjacent platforms. Point-to-point integrations may connect some of your products, but when you need governance over master data – ConnectMagic can provide the answer. By regularly and reliably synchronising critical toolsets, you can rely on your consolidated, consistent and optimised data.
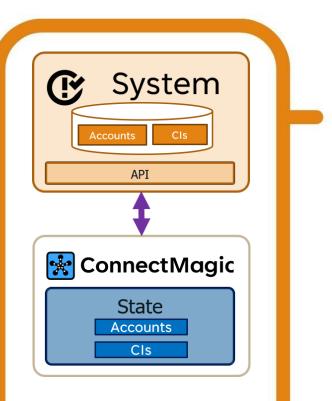
Introducing ConnectMagic

ConnectMagic provides continuous, bi-directional synchronisation for both cloud and on-site systems, across any classes of data, and will reconcile data inconsistencies wherever they are found. Specifying a 'create-delete' direction for each synchronisation provides the flexibility to determine where master data is located, and replicate that across your multiple systems.

On-prem or SaaS in Azure

Your systems and customer data are precious, so we offer options for running ConnectMagic, either SaaS, hosted in Azure, with the power and flexibility to meet your needs or in your own Azure instance, with your own controls.

Integrations

LogicMonitor, ServiceNow, Microsoft Dynamics, SalesForce, AutoTask, Cisco, Jira, Meraki, Microsoft Dataverse, SharePoint, SFTP, SMTP, Toggl, Certify, Cherwell, in-house systems using agents, external systems, databases and web URLs.

GROWING THROUGH ACQUISITION?

Use ConnectMagic to synchronise data in all your systems, letting you offboard redundant toolsets and supporting all your teams in delivering excellent services.

DON'T WANT THE RISK?

Try ConnectMagic in Dry Run mode where it lists the items it would change, showing you duplicates or missing items and proposing creation / deletion and update actions.

Also, our pricing enables you to scale up usage as needed, with a simple monthly plan.

Pricing: panoramicdata.com/pricing

NEED A DEEP DIVE?

For details of how ConnectMagic works, contact us.

NEXT STEPS?

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