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Enterprise Integration Partners with Axios to Automate User Experience

Jacksonville, Fla.: Enterprise Integration has partnered with Axios to implement the Assyst platform across their client base. This major change to EI's IT Service Management software platform will allow EI to generate more value and functionality, while maintaining momentum in transforming their clients' IT infrastructures.

Assyst is a complete, all-in-one IT Service Management platform managed through a single interface removing the need to have to navigate multiple tools to manage the IT environment. By combining Change, Problem, Incident/Request, Project, Knowledge Management, and more into a single tool, EI employees and clients will benefit from a more agile approach to working in complex infrastructures and an unparalleled visibility. Assyst has a built-in, sophisticated workflow and reporting engine that will seamlessly integrate with EI's Service Delivery Intelligence™ tool suite and Digital Robotics Engine™ technology.

One of the most important features of the move to Assyst will be EI's capability to integrate their current digital robotics toolset, which automates tasks in all areas of IT, eliminating the need for human intervention and mitigating high impact risks. This will allow EI engineers to focus on more high-level tasks, leaving the routine activities to be handled by sophisticated automations.

Assyst will also provide a robust Configuration Management Database (CMDB), one of the most important components of any company's IT infrastructure, that stores all of the necessary data required to make important decisions, such as licensing, endpoint refreshes, new application implementations, and much more. CMDB data, through Assyst, can be analyzed and reported on to help identify the potential for capacity, performance, and fault tolerance improvements.

With Assyst's powerful web portal, EI will be able to respond, resolve and verify much more quickly and with less complexity than ever before. EI's clients will also see immediate benefits in both service delivery and quality. A fully functional Request Portal will help remove the previously convoluted IT process of making requests, involving most everything from hardware, software, to new accounts and systems. The built-in Request Tracker will let EI's clients know the exact status of their request.

Enterprise Integration Associate Vice President of Advanced Technologies, Jason Gibner, said, "Axios represents a major step forward, not only for EI, but for all of our customers, too. This platform will completely revolutionize the way we handle service delivery and allow us to integrate critical toolsets, such as Digital Robotics, thereby enhancing the business process and infrastructure automations we implement each week. And, since Axios consolidates many tools into one interface, the reduced complexity will lead to a much greater value proposition for those who use it."

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Enterprise Integration (EI) is a client-service driven managed service provider headquartered in Jacksonville, FL, delivering the promise of IT worldwide. EI offers proactive IT monitoring and management, managed outsourcing, security solutions and ITIL consulting. By focusing on innovative technologies that prevent IT problems, EI allows companies to focus on their core business goals. EI employs the industry's most experienced people who are further empowered by best practice methodologies and best of breed tools. To learn more, visit www.entint.com.