

The 4me TOPdesk Connector

by Joost-IT, a 4me Partner

The Connector makes it possible for organizations to connect their TOPdesk software with 4me. Using Joost-IT's 4me TOPdesk Connector enables businesses to transfer requests, changes, attachments and other data between TOPdesk and 4me, while making sure that information stays in sync.

TOPDESK SOFTWARE

TOPdesk is a cloud-based computer-aided facility management (CAFM) and Enterprise Service Management solution designed to help small and midsize businesses manage a facilities' work orders, maintenance schedules, assets and on-site guest visits. TOPdesk is one of the most widely used ITSM software packages in the Netherlands. Consequently, many suppliers and customers of businesses that have implemented 4me use TOPdesk, making it one of the most requested applications we provided a connection with.

WHY CHOOSE FOR A 4ME TOPDESK CONNECTION?

If your business uses 4me and have either a customer or supplier that uses TOPdesk as their ESM tool, it is worth considering connecting the two. By enabling the automated transfer of requests between the two platforms, your employees will spend less time on manually registering requests on both platforms and be less prone to making errors in the process. Furthermore, the connector enables them to work from a single source without having to switch between platforms.

Joost-IT's 4me TOPdesk Connector provides businesses to easily connect with customers and suppliers, saving time and allowing employees to focus on more valuable work.

SETTING UP THE CONNECTOR

Before a connection can be made between TOPdesk and 4me, it is necessary to define when and which information should be transferred between the two platforms. That is why Joost-IT organizes workshops with the different stakeholders to determine the requirements, what information should be exchanged and figuring out what the right triggers are for sending out data. For example, which requests in 4me should be transferred to TOPdesk, and what information from the 4me requests (notes, impact, requester, etc.) should be visible in TOPdesk. This is captured in the functional specification document.

When the functional design is approved by all stakeholders and validated by a Joost-IT integration specialist, the actual connection is configured in a QA environment by the integration specialist in close collaboration with the application administrators.

Once configured, acceptance testing is performed in the QA environment. After approval from the customer, the Connector is deployed to the production environment, where a final test is done to ensure successful deployment.



FAQ's

Connect seamlessly

DO I NEED A TOPDESK SPECIALIST TO SETUP THE CONNECTION?

We provide standard TOPdesk configuration that will work with any SaaS or on-Premise environment of TOPdesk version 6 or higher. Each TOPdesk environment can have their own custom statuses, priorities etc., so basic customization in TOPdesk is needed to align the existing configuration with the TOPdesk environment. This can be done by us in collaboration with a TOPdesk administrator. Other than that, no special skills or knowledge are needed to set up the connection.

Of course, Joost-IT can always provide a TOPdesk specialist for further explanation, configuration or monitoring purposes if desired.

WHERE IS THE CONNECTOR HOSTED?

The Connector is hosted on our Integration Platform which is hosted in AWS. The main datacenter is in Ireland with a backup in Frankfurt.

IS THE CONNECTOR SECURE?

Yes, all communication over the connection uses the https protocol and is encrypted. Which means that outsiders cannot eavesdrop on the communication. The build in authentication mechanisms of both TOPdesk and 4me also prevent other people of using the connection.

WHAT IS THE LEAD TIME FOR SUCH A CONNECTION?

This depends on several factors like availability of resources etc. But in general, it can be operational in 4 weeks.



*Want to know more about the prices and how Joost-IT can support your organization? Contact Joost Klaver for more information:
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