

LANDesk IT Service Management Integration

LANDesk offers a broad range of integration opportunities to leverage enterprise systems and data within your organization.

Data Source Integration

LANDesk® Service Desk is supported by a database and delivered with data source connectors for the main industry databases, including Oracle® Database and Microsoft SQL Server. Additionally, key data that is stored elsewhere in your organization can either be imported or viewed dynamically within Service Desk, whether it is stored in another database or data sources such as Microsoft Excel.

Desktop Management Integration

Provides Service Desk analysts with access to the functionality of desktop management tools such as LANDesk's own Management Suite, Novell ZENworks, and Microsoft System Center Configuration Manager. As an integrated part of your IT Service Management (ITSM) activities, you'll deliver faster and more efficient issue resolution via the industry-standard interfaces of these solutions.

Network Management Integration

The Network Management Integration Module integrates our Service Desk suite with leading network management toolsets, such as SolarWinds Orion Network Performance Manager and Castle Rock Computing SNMPC. The module allows rapid automated identification, logging, routing and alerting of significant system issues, thereby minimizing resolution time and user impact.

Directory Services and Identity Management Integration

This integration module allows direct connection between directory services applications such as Microsoft Active Directory and Novell eDirectory™ or other directory services that allow connection via Lightweight Directory Access Protocol (LDAP).

LANDesk® Pass Me

LANDesk® Pass Me is a secure, user-friendly system that automates the password reset function. The solution allows users and customers to reset their passwords at the system logon screen after answering a series of security questions. When integrated with LANDesk® Service Desk, an incident is automatically logged and closed to ensure that every reset request is recorded and tracked. LANDesk Pass Me frees up analysts to work on more critical or productive tasks.

LANDesk® Computer Telephony Integration

LANDesk® Computer Telephony Integration places telephone-related caller information and actions at the fingertips of service desk analysts. By making relevant incident and caller information available immediately, an analyst can quickly engage knowledgeably in an inbound telephone call, or easily initiate an outbound telephone call from within LANDesk Service Desk. Call handling speed, accuracy, and quality are improved, which in turn improves user service and satisfaction.

LANDesk® OpenTouch

Our professional services team uses LANDesk® Open Touch to integrate the LANDesk Service Desk Suite with third-party or in-house developed applications that have very specific and individual integration requirements. This powerful tool allows communication between processes in two systems, enabling collaborative working across the enterprise.