



Kontron SIAM Bridge – Smart Ticket and Message Integration

Organizations rely on different systems – but seamless ticket and message exchange often remains a challenge. Kontron SIAM Bridge solves this with a rule-based routing and mediation engine that enables secure, automated data exchange between external systems and your ITSM/ESM solution – without complex programming.

Automated Routing & Transformation

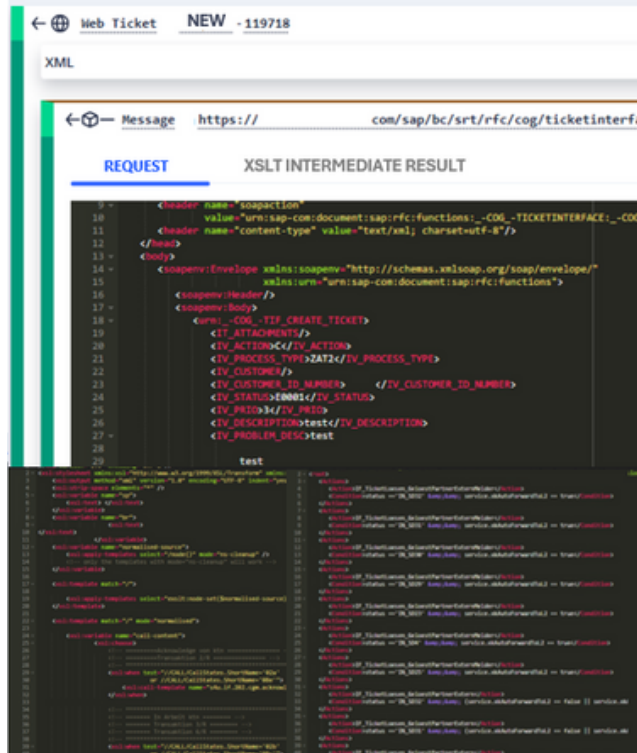
- **Configured Interfaces:** Integration without custom development, directly within the USU service solution.
- **Flexible Message Formats:** Any format can be transformed into the USU ITSM format using XSLT.
- **Versatile Transport Channels:** Supports protocols like e-mail, REST, SOAP, and more.
- **Comprehensive Authentication:** From basic auth and header-based methods to login APIs with cookies.
- **Event-Based Messaging:** Automatic message dispatch based on ticket status and assignment.

Maximum Transparency & Control

- **Rule-Based Processing:** Intelligent filtering and forwarding of messages.
- **Direct Ticket Linking:** All messages remain traceable and connected to the corresponding ticket.
- **Secure Integration:** Robust authentication mechanisms ensure protected data exchange.

Simple Implementation & Usage

- **No Programming Required:** Fully manageable via configuration.
- **Seamless Integration:** Easily connect to existing ITSM/ESM systems.
- **Scalability:** Works effortlessly even in complex IT environments.



Smarterer FSM starts here – get started now!

Learn more:
iwantmore@kontron.com

Kontron AG | kontron-services.at