

ServiceMax Asset 360 Connect from MuleSoft

Easily and quickly connect data from any system

Integration Use Cases

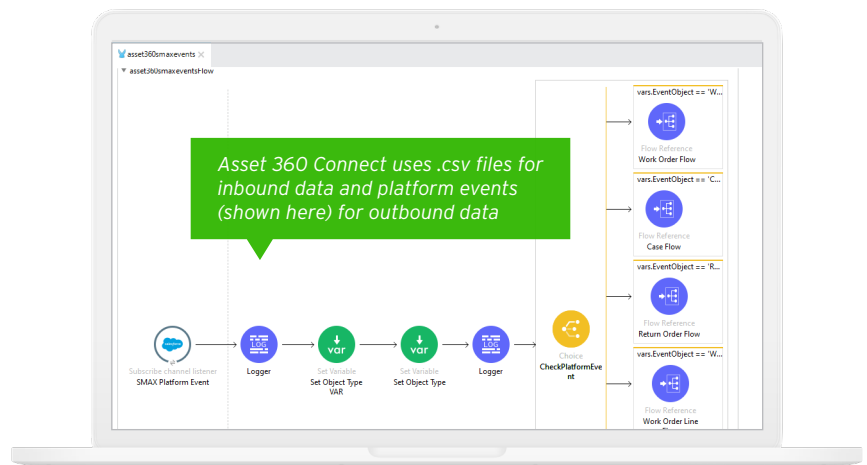
- Master Data
 - Account
 - Products
 - Pricebook
- Transactional Data
 - Asset and Location
 - Service Contract
 - Case and Work Order
 - Return Order

Benefits

- 360 asset data visibility
- Increased service productivity
- Faster time to value
- Lower operational cost

Efficient field service execution increasingly depends on leveraging data across the enterprise. Typically, this data is siloed within separate systems, resulting in challenging integration projects. ServiceMax and MuleSoft have partnered to help ServiceMax easily and quickly connect this siloed data with ServiceMax Asset 360, the leading field service management solution for asset-centric companies.

Now live on MuleSoft's Anypoint Exchange, Asset 360 Connect provides a prescriptive approach to define transactional and scheduled file-based batch integrations for common Asset360 integration use cases. The solution consists of two data templates to help simplify and accelerate your integration process. The first uses .csv files for inbound data; the second uses platform events for outbound data. These templates facilitate the synchronization of data among Asset 360, Salesforce, and your external systems. The result is faster time to value and lower cost to serve for your Asset 360 deployment.



Built on MuleSoft's Anypoint platform, Asset 360 Connect includes easy-to-import templates to get you up and running faster

How ServiceMax Connect Templates Work



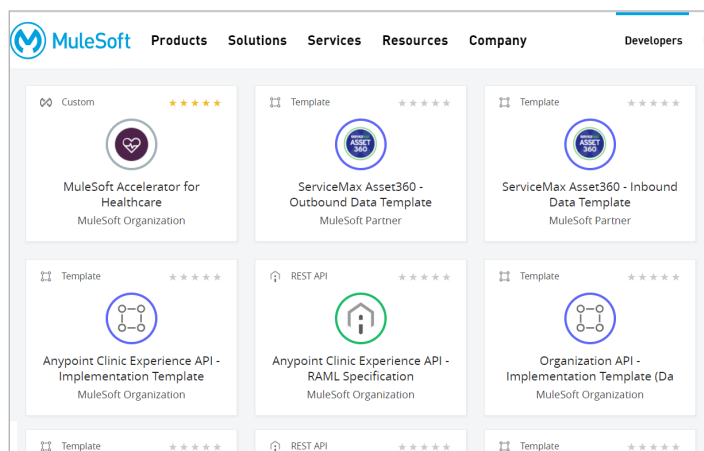
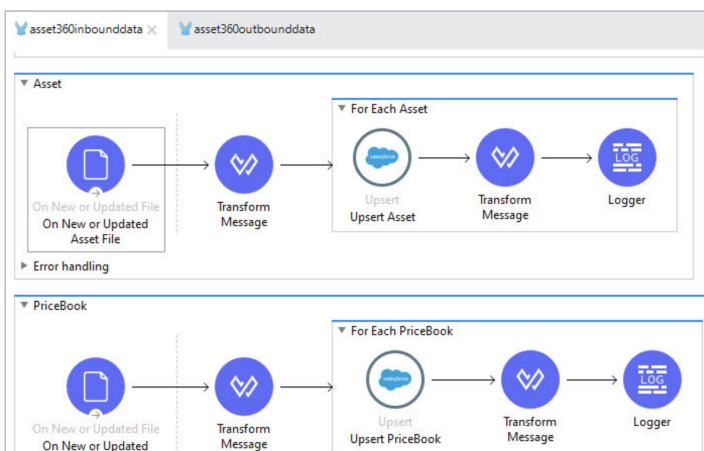
Inbound integration

Template reads .csv files from a local folder and upserts into target Asset 360 org as a referenced example



Outbound integration

Template publishes platform event from Asset360 to the MuleSoft Anypoint platform and create CSV files from the data published



- **Anypoint platform capabilities**

Platform for speed, agility and innovation.

- **Ubiquitous connectivity**

Connect any endpoint with prebuilt connectors, by using dynamic connectivity to SOAP and RESTful API specifications, or with an SDK.

- **Write once, deploy anywhere**

Shift deployments from on-premises to private and public cloud without rewriting code, making flexibility automatic.

- **Full API lifecycle**

Move seamlessly from a design first approach into implementation, testing and management of your APIs with unified design and management capabilities.

About ServiceMax

ServiceMax's mission is to help customers keep the world running with asset-centric field service management software. The recognized leader in this space, ServiceMax's cloud-based software provide a complete view of assets to field service teams. By optimizing field service operations, customers across all industries can better manage the complexities of service, support faster growth and run more profitable, outcome-centric businesses.

About MuleSoft

MuleSoft's Anypoint Platform™ is the world's #1 integration and API platform. It uniquely allows organizations to use API-led connectivity to unlock their data, empower their business with productized APIs, and create connected experiences, faster.