The **Complete**
Service Management Platform

Why 4me Is Different

This document explains the unique architecture of the 4me platform and its benefits for you as a customer. The most important elements we will introduce are multi-tenancy, accounts, and trusts.

A typical scenario

Imagine that you are the CIO of a large company with an IT organization that is spread across multiple countries and continents. Each country has its own level of IT maturity and offers different services, uses country-specific workflows, and is often supported by local providers. Some services are centralized and are delivered and supported by specialized competence centers. Employees of your company use a mix of local and centralized services.

The issue with traditional service management tools

Traditional service management tools require you to install and configure an instance per country and build and maintain integrations between these instances. Each instance is basically a separate install of the same application. This means that all instances need to be maintained and kept up to date separately. Each instance can be customized to a great extent which makes collaboration and reporting challenging. Different software versions for different instances add even more complexity. Data needs to be replicated between instances and reporting becomes challenging. We call this architecture single tenancy.

4me is a multi-tenant platform

4me is a multi-tenant platform, meaning that all customers are using the same production environment and therefore use the same version of the code. The data of customers is segregated by (very stringent) application logic, not by physical boundaries. Such a segregated environment is called an account. So each account has its own master data like services, SLAs, contracts and configuration items, and teams, as well as transactional data like requests, problems, workflows, tasks, projects, and releases.

You need trust to collaborate

As a customer, you can have as many accounts as needed, so in our example, you would have accounts for each country and one account for the competence centers. With this setup, we have eliminated the need to configure and maintain separate instances. But what about the integrations?

This is where ***trusts*** come into play. A trust is a handshake between accounts in which you agree on the possibility to exchange services and optionally also other data like roles, tasks and configuration items. The account from which the service is offered is called the ***trusted*** account; the account receiving the service is called the ***trusting*** account.

When a service is offered to a trusting account, the requests related to this service automatically become visible in both accounts. Both accounts have a real-time view of the requests, eliminating the need to replicate data. The visibility of the information is automatically handled by 4me, allowing you to collaborate with different accounts without the need for any integrations.

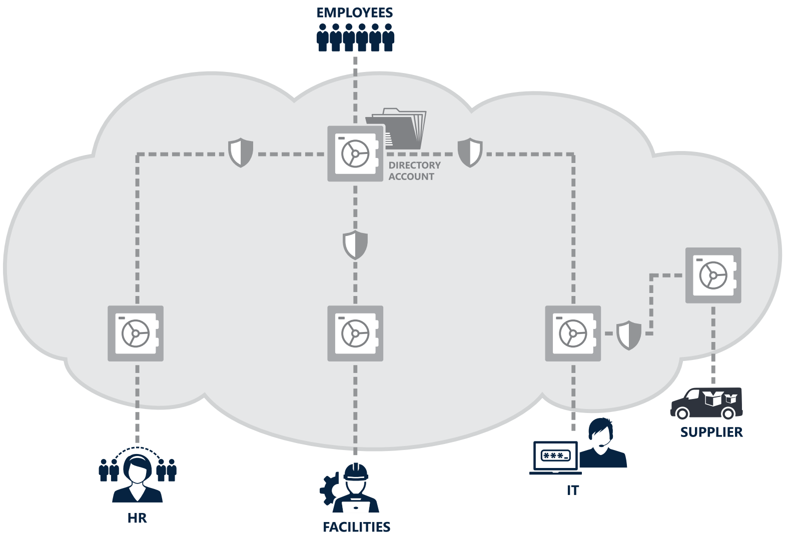
Trusts also allow you to exchange tasks related to workflows or projects. Image an onboarding workflow where a local country needs the competence center which maintains the Active Directory to create a new account. In this case, the country-specific workflow contains a task for the AD team and as soon as this task is activated, it automatically becomes visible in the account of the competence center.

Why 4me is Different

A special type of account: the directory account

But what about users, organizations and sites? This type of master data is often required in all accounts belonging to a single organization. Does this mean the data needs to be replicated to all accounts? Luckily, this is not necessary. A directory account is a specific type of account in which this type of data is stored. Typically an organization uses a single directory account and all other accounts can make use of the master data in this account.

Nevertheless, it is still possible to define organizations, sites and people in a single account as well. For example a local supplier which delivers on-site support for printers and copiers. There is no need to see this organization in the other accounts of the organization.



Ready for enterprise service management

Directory accounts also paved the way for enterprise service management. Each account can offer services to a certain group of people in a directory account. These people have visibility on all these services from a single self-service portal and can submit requests or consult knowledge articles for these services. 4me automatically routes the request to the accounts from which the selected service originated. So in our example, employees can select localized services as well as centralized services for support.

It is easy to imagine that this is also a great opportunity for other business functions like HR, Facilities and Finance to start using 4me. Separate accounts ensure data segregation and greatly increase security and compliance while still enabling them to offer their services to all employees. This also allows for cross-departmental workflows like on- and offboarding where tasks are assigned to the IT, HR and Facilities accounts.

Summary

So to summarize: we have explained how the unique multi-tenancy architecture of 4me enables you to:

- quickly create segregated, security and maintenance free environments for teams, regions or business functions;
- exchange services and automatically expose data to other accounts without the need to build any integrations;
- collaborate with other accounts without the need for integrations. Data is never replicated between accounts;
- support your employees with services from different accounts using a single self-service portal. Requests are automatically routed to the correct account;
- easily onboard additional business functions and leverage the benefits of enterprise service management;
- greatly decrease maintenance overhead as well as security and compliance risks;
- be more flexible and agile and quickly respond to new business requirements.

Want to learn more about 4me?

Contact us