

# The 4me TOPdesk Connector

by Joost-IT, a 4me Partner



The 4me TOPdesk Connector enables organizations to connect 4me with the TOPdesk software of their customers or suppliers, allowing for requests, changes, attachments and other data to be transferred between both organizations while ensuring that information stays in sync.

The 4me TOPdesk Connector is a near real-time two-way integration between TOPdesk and 4me, allowing organizations to work from a single source without switching between platforms.

## Why choose for a 4me TOPdesk connection?

If your business uses 4me and has customers and/or suppliers that use TOPdesk, it is worth considering connecting the two platforms. By enabling the automated transfer of requests, employees will spend less time manually registering requests on both platforms and will be less prone to making errors in the process. Increased efficiency and productivity are key benefits of the 4me TOPdesk connector, introducing businesses to a more seamless collaboration with customers and suppliers.

## Setting Up the Connector

First, Joost-IT organizes a workshop with the different stakeholders to determine the requirements for the information exchange between the two platforms. Then, they will configure the connection and test it in a QA environment in close collaboration with all stakeholders. Finally, it is deployed in production, where it is tested once more to ensure a successful deployment.



## FAQs

### Do I need a TOPdesk specialist to setup the connection?

- The Connector features a 4me side and a TOPdesk side. The 4me side is delivered out-of-the-box by Joost-IT. The TOPdesk side is delivered as a standard configuration that works with any TOPdesk SaaS or on-Premise environment of version 6 or higher. This configuration can be setup by Joost-IT in collaboration with a TOPdesk administrator. Other than that, no special skills or knowledge are required.

### Where is the Connector hosted?

- The Connector is hosted on the Joost-IT Integration Platform, which is hosted in AWS. The main data center is located in Ireland, with a backup location in Frankfurt.

### Is the Connector secure?

- Yes, all communications use the HTTPS protocol and are encrypted. Outsiders cannot eavesdrop on communication. The built-in authentication mechanisms of both TOPdesk and 4me also prevent other people from using the connection.



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