



Integration:

Open Raven & 4me

Prevent problems and streamline incident response with an out-of-the-box integration between Open Raven and 4me



OPEN RAVEN is a cloud native data platform directly aimed at restoring visibility and control of customers' data, automating an organization's ability to prevent breaches, defend against attacks and meet their compliance needs.



4ME is the single solution for better service management. 4me combines ITSM with ESM and SIAM capabilities making it possible for all internal departments, such as IT, HR and Facilities, to work seamlessly with each other, as well as with external managed service providers.

Key benefits

Open Raven unifies infrastructure, backup and data-intelligence for security and cloud teams to make data-informed decisions in their approach to defense and incident response.

- Easy answers to tough questions, about your data
- Automate enforcement of critical business rules for sensitive data
- Proactively fix issues before they become incidents with pinpoint prioritization
- Streamline incident response with rich data context
- Harden ransomware defense with comprehensive ransomware rules (coming Fall 2021)

How it works

The 4me Open Raven integration uses REST APIs to communicate Open Raven event data directly into 4me, allowing teams to easily prioritize and quickly assign next steps for identified issues.

A 4me 'request with category incident' is created when an Open Raven policy violation event, or alert, is triggered. These alerts include critical information including: rule violation details, impacted locations, involved objects, and details about sensitive data records found therein, including instance counts of each data class. With this new, rich data context, assignment, follow-up, and actions within 4me can be more quickly and effectively prioritized. This workflow allows teams to not only better detect issues, but also track and measure impacted response and resolution targets for such alerts using 4me's standard SLA functionalities and out-of-the box reports.

The 4me Open Raven integration does not require additional infrastructure components, middleware nor on premises installations. Within minutes, connect your 4me account directly to Open Raven.

The integration is secure and configurable, allowing organizations to [specify Open Raven data for the 4me incident record.](#)

FAQs

Do I need any development or consultative resources to configure the integration?

No, the integration requires having an active account with Open Raven and access to 4me account information.

Can I configure the information displayed in 4me from the Open Raven alerts?

Yes, for more information, [read the step-by-step instructions](#).

Does this integration require additional licensing or have additional costs?

No, there are no additional licenses or costs associated with the integration.

Are there additional APIs for further customization?

Yes, Open Raven has a [Streaming API](#) that can be used for further customization.

Who do I contact for support if I'm having trouble?

For assistance with more customized integrations using the streaming API or webhooks, contact Open Raven. For assistance with prioritization, assignment and workflows, contact 4me.



Let's get started

For more information, view our [docs](#).

Learn more at openraven.com or

[schedule a demo](#) to see Open Raven in action.