



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 Managed Service Provider. 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 Managed Service Provider (MSP). You deliver various services to a wide range of customers. Each service is supported by a specific team in your organization. Some customers require a dedicated team for support due to complexity or compliance requirements.

You provide a dedicated support environment to each customer, allowing them to have their own custom self-service portal, involve internal teams for additional support and run reports to monitor trends and SLA performance. Some large-sized customers use their own service management platform and require you to integrate with their system. Meanwhile, you also have your own internal support, maintenance, and development to take care of. This requires yet another instance of the service management tool.

## The issue with traditional service management tools

Traditional service management tools were originally designed to deliver support to internal employees. Customer-specific configuration and customization require multiple instances of the same tool to be installed and maintained. Master data like services, templates, and knowledge articles needs to be replicated across all these instances. Providing support to multiple customers requires your specialists to log in to each instance separately or create complex and expensive integrations with your own support instance.

Reporting is challenging as well. Each instance can have its own heavily customized data model and reports need to be configured separately for each instance. Aggregation of reports requires you to combine reports from multiple instances into a single report yourself.

## 4me is a multi-tenant platform

4me is a multi-tenant platform, meaning that all customers use the same production environment and therefore use the same version of the code. The customer data 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 templates, 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 your own support organization as well as a separate account for each customer. Each 4me account has its own unique URL and provides its own customizable self-service portal.

So accounts eliminate the need to install and maintain separate instances. But how do we enable collaboration and data exchange between accounts? 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 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.

So in our example, we would define all of our services in the support account and offer access to this service to the relevant customers via the trusts between the accounts. For each customer, you can specify to which team the requests should be routed.

End users or specialists of the customer organization register requests for these services by logging in to the customer-specific account and selecting the relevant service. The request then becomes visible in your support account automatically. All support specialists work from their Inbox, where all assignments are visible, regardless of the account from which the request originated.

## When you need to integrate

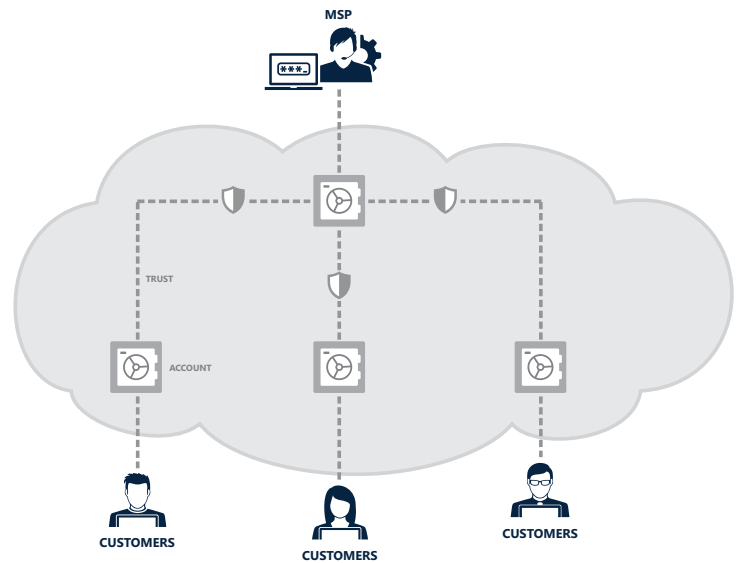
When a customer is using its own service management tool and requires you to integrate, the setup is very similar. A separate account is created and the technical integration is built between this account and the tool of the customer. This ensures that the data segregation and visibility of the data are still properly managed by 4me. The 4me App Store contains an ever-increasing list of standard integrations that will get you up and running quickly.

## 4me is an ecosystem

If a new customer is already using 4me, onboarding this customer is even easier. Let your customer activate a trust, offer the relevant service(s) to the customer account and you are ready to go. Offboarding is just as easy; in this case, you would expire the offered service and your customer would deactivate the trust. So as an MSP, your services are available for every company that is on the 4me platform and you can support all of them from a single account. No need to log in to different environments.

## Reporting made easy

From your support account in 4me, you can easily run reports to monitor SLA performance for all your services or a specific service or customer. There is no need to aggregate data from different accounts; all the information is available in one place. Customers can run their own reports in their customer-specific accounts. The visibility of the data used in these reports is limited to their account. The SLA reports for the services you offer are identical to the reports you see in your account. So service review meetings can be about opportunities and improvements, rather than the correctness of the numbers.



## Summary

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

- quickly offer each customer a separate, segregated support environment;
- offer your services to all your customers from a single account. No need to login into multiple environments;
- collaborate with other accounts without the need for integrations. Data is never replicated between accounts;
- automatically route incoming requests to the responsible team based on the selected service and customer;
- easily and quickly onboard and offboard customers;
- benefit from the 4me ecosystem, allowing you to offer your services to a wide range of organizations;
- keep required technical integrations simple and be able to be up and running quickly with the help of the 4me App Store;
- run reports for overall performance per service, customer or any other dimension of interest from a single console.

## Want to learn more about 4me?

[Contact us](#)