

# OTRS integration with FileWave



## What

The integration between OTRS and FileWave unifies IT ticketing and multi-platform device management into a single, efficient platform. This collaboration enhances automation, reduces manual processes, and ensures real-time data accuracy, all while strengthening security and compliance across your organization's devices.

## When/Why

Use this integration when you need to streamline your IT processes, manage devices more efficiently, and enforce consistent security policies. It's especially beneficial for organizations looking to comply with evolving regulations like NIS-2 and DORA, as it simplifies policy enforcement and provides robust security features.

## How

To leverage the OTRS and FileWave integration, synchronize your device and asset data between the FileWave Management Suite and OTRS's Configuration Management Database (CMDB). Utilize single sign-on (SSO) authentication to seamlessly navigate between systems, allowing your IT team to manage devices directly from OTRS and automate repetitive tasks for increased efficiency.

## Related Content

- [OTRS and FileWave Integration Solution Page](#)
- [Press Release: FileWave and OTRS Join Forces](#)

## Digging Deeper

By combining FileWave's expertise in multi-platform device management with OTRS's advanced service management solutions, this integration offers a holistic approach to IT operations. Real-time monitoring, automated patch deployments, and features like remote wipe and encryption bolster your organization's security posture. This unified platform not only saves time and resources but also enhances the quality of IT services, allowing your team to focus on strategic initiatives rather than routine tasks.

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