High Level Overview of Customer Implementation Topics

for

CI Synchronizer (Enterprise Edition) SaaS and Multi-Source Agent to ServiceNow

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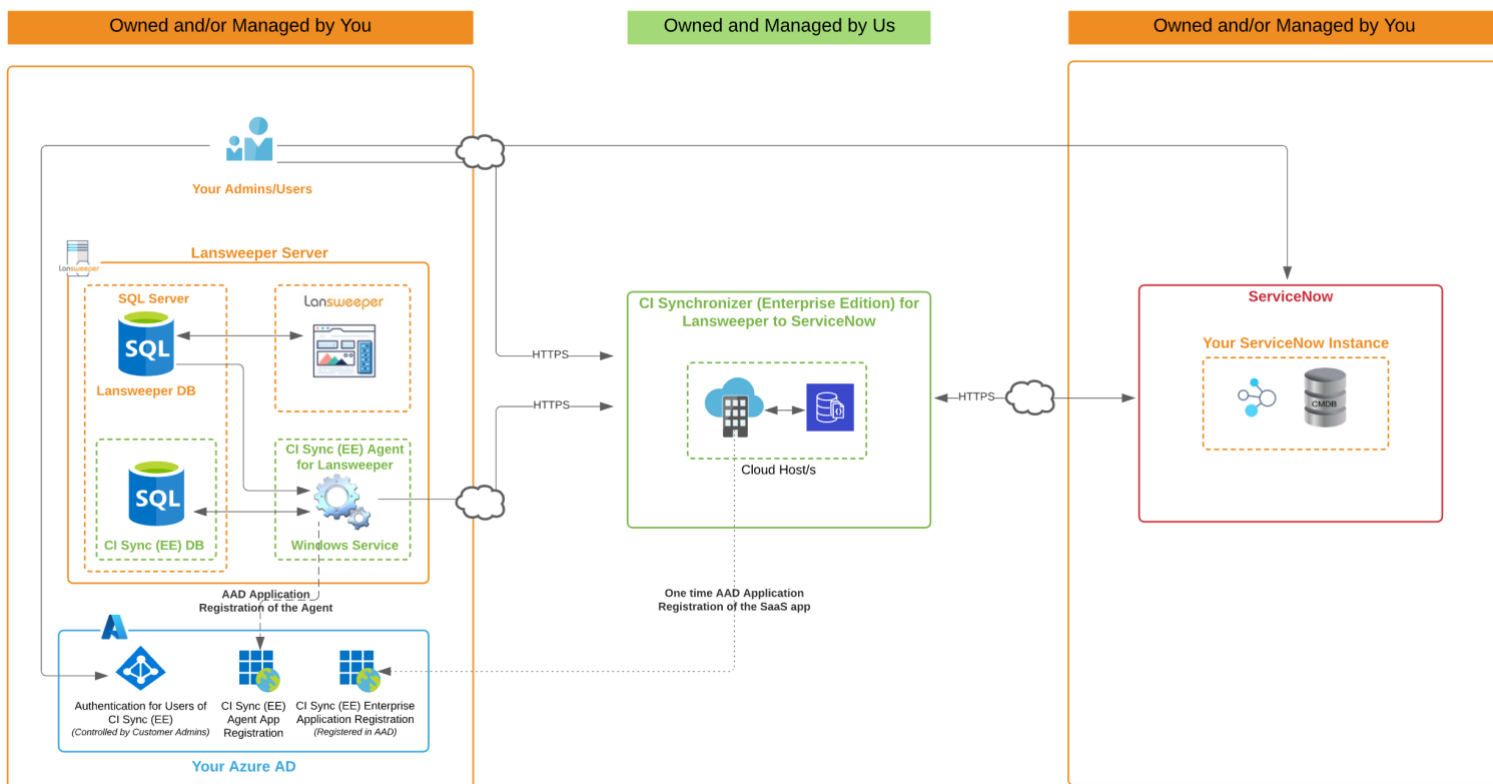## Table of Contents

Introduction

This document provides a high-level overview of the components that need to be setup for the CI Synchronizer (Enterprise Edition) SaaS and Multi-Source Agent.

The document includes several key diagrams and minimal commentary only. It is intended to help customer project managers and SMEs understand the following:

- The major components of a CI Synchronizer (Enterprise Edition) solution.
- Broadly how the components are implemented within a customer environment.

This document should be read in conjunction with the following other material (available from Syncfish) which provide considerably more detail.
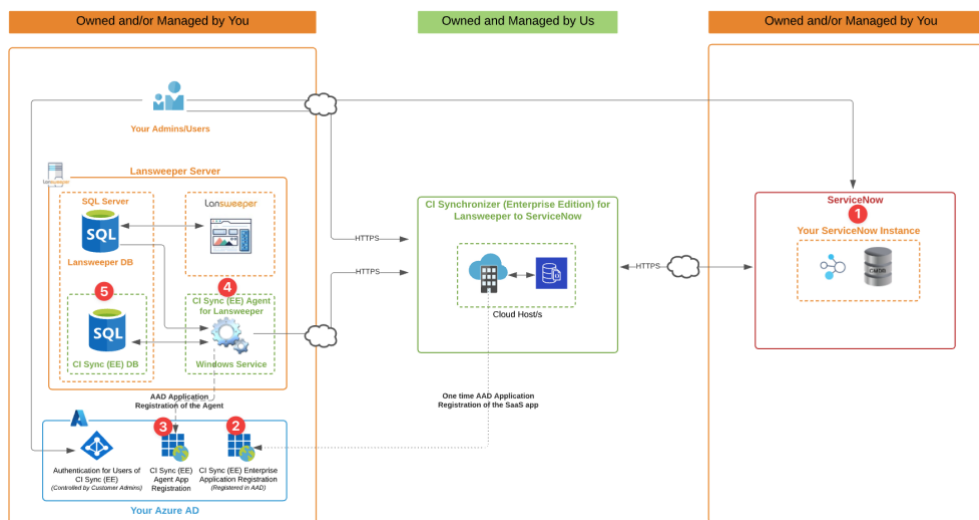
- The CI Sync (EE) Multi-source Agent to SN - **Comprehensive Customer Setup Instructions**.
- The CI Sync (EE) LS to SN - **Default Configuration Overview**.

CI Sync (EE) Agent and SQL Authentication Diagrams
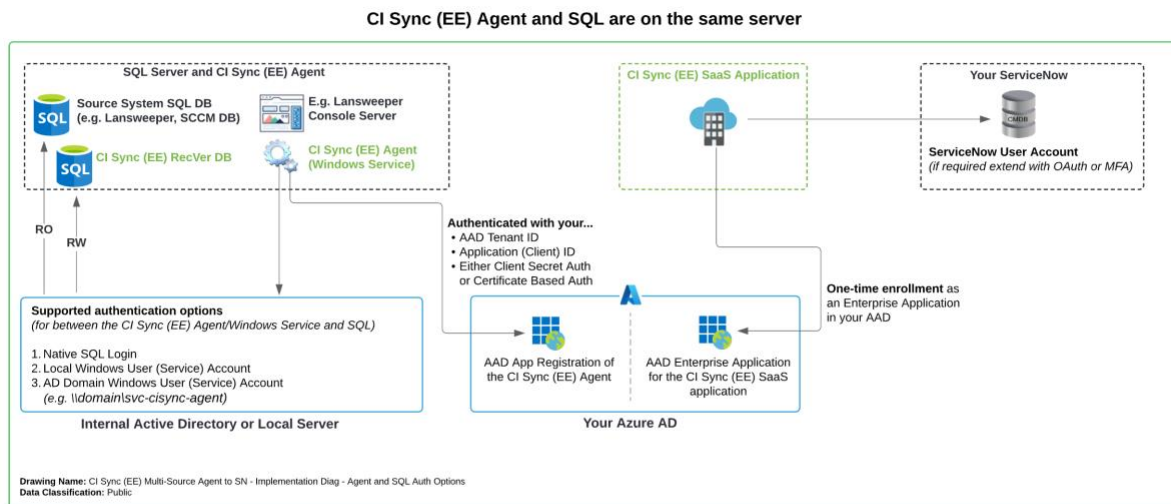
Diagram 1 – CI Sync (EE) Agent and Lansweeper SQL the same server

Diagram 2 – CI Sync (EE) Agent and SQL on separate servers