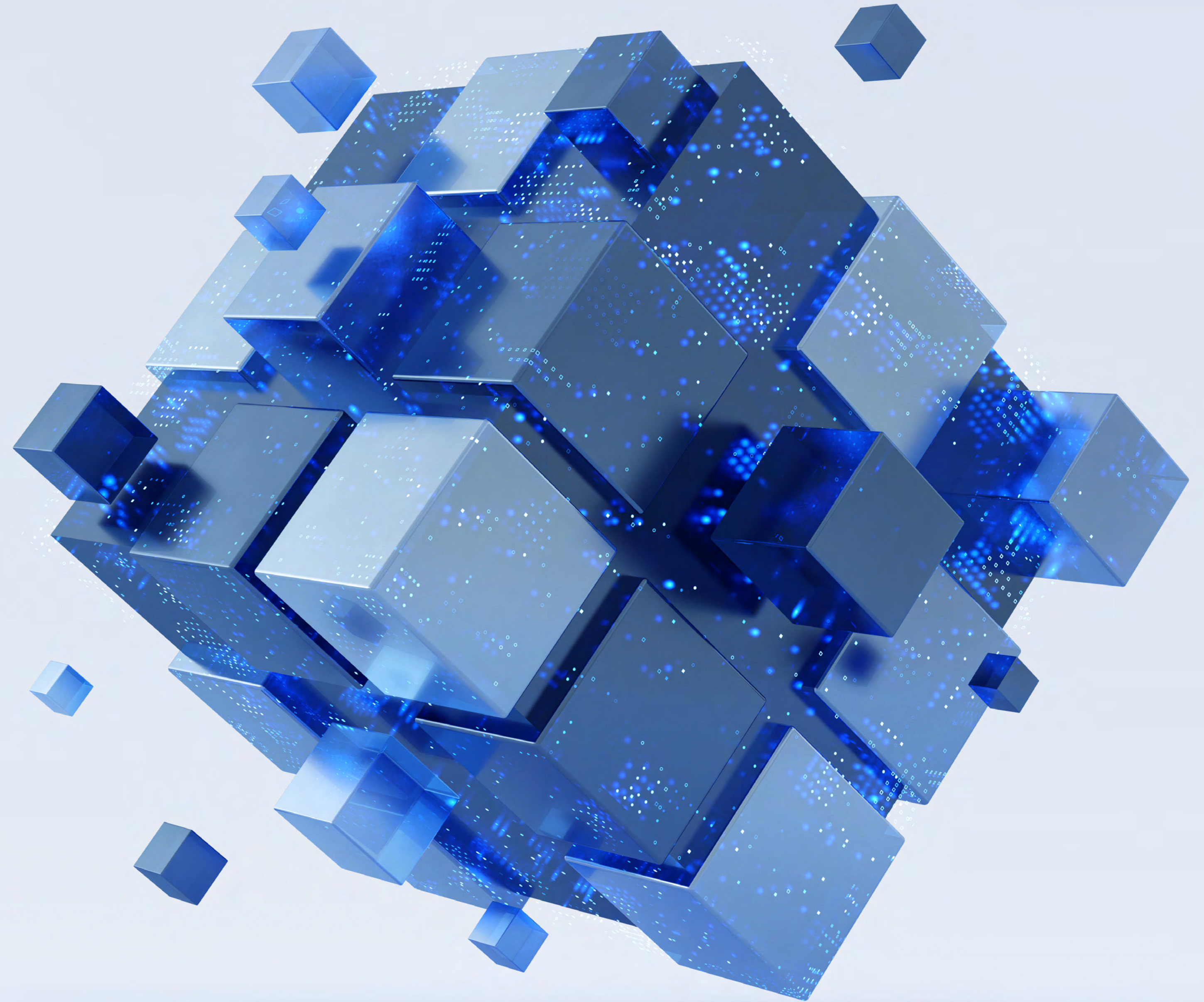


ConnectALL
by Broadcom

**CONNECT THE
ENTERPRISE:**
TURNING DATA
CHAOS INTO
STRATEGIC
INSIGHT



The Modern Workflow Challenge

Making the right decisions quickly requires access to **connected, accurate, and real-time data**. But for many organizations, data lives in silos—fragmented across tools, teams, and processes. Point integration tools promise to bridge these gaps, but they only create temporary connections, leaving your data fragmented and your decision-making incomplete.

DISCONNECTED DATA MEANS:

- Delayed insights, leading to missed opportunities.
- Inconsistent data, resulting in poor decisions.
- Blind spots in processes, making it impossible to align strategy with execution.

To thrive, you need more than point-to-point connections; you need **a holistic, enterprise-wide integration solution** that ensures your data flows seamlessly across the organization.

For example, when data from your ITSM, ALM, and portfolio management systems operate in isolation, you end up with:

- **Missed Deadlines:** Crucial handoffs between teams are delayed due to fragmented information flows.
- **Manual Data Entry:** Hours are wasted reconciling data across tools—frustrating for teams and prone to error.
- **Visibility Gaps:** Leaders are forced to make decisions based on incomplete or outdated data.

These issues manifest in everyday frustrations:

- Support teams log incidents in ServiceNow but struggle to escalate them efficiently to developers working in Jira.
- Agile teams working across disparate ALM tools face confusion about progress and roadblocks.
- Portfolio managers lack a unified view of how investments align with strategic business priorities.

These inefficiencies don't just waste time—they waste potential. Teams focus on managing tools instead of solving problems. Decisions are delayed, misaligned, or uninformed, leading to ripple effects across the organization—from frustrated employees to dissatisfied customers.

Breaking down these silos isn't optional—it's critical. **81% of organizations report that silos hinder their digital transformation efforts** (source). Without better integration, businesses can't unify structured and unstructured data, which is essential for deploying trusted, relevant AI across all functions.

This is the challenge ConnectALL was built to solve. By seamlessly connecting tools and automating workflows, ConnectALL eliminates inefficiencies, restores visibility, and drives alignment. It enables organizations to break free from fragmented systems that prevent data from flowing seamlessly, empowering them with real-time data flow to make better decisions, faster.

Keep reading to discover how ConnectALL transforms chaos into collaboration, inefficiency into enterprise-wide impact, and disconnected systems into the foundation for a smarter, AI-driven future.

What Is ConnectALL?

ConnectALL is more than just a data integration tool—it's the value stream management integration hub designed to simplify and enhance enterprise workload automation. Acting as the connective tissue between your critical business tools, ConnectALL ensures seamless data flows and efficient workflows across even the most complex organizational environments.

Siloed tools create bottlenecks that stall progress, misalign teams, and obscure visibility into critical business operations. ConnectALL breaks down these barriers by uniting, for example, ITSM, ALM, and portfolio management tools into one cohesive, synchronized ecosystem.

Here's how ConnectALL redefines the way organizations operate:

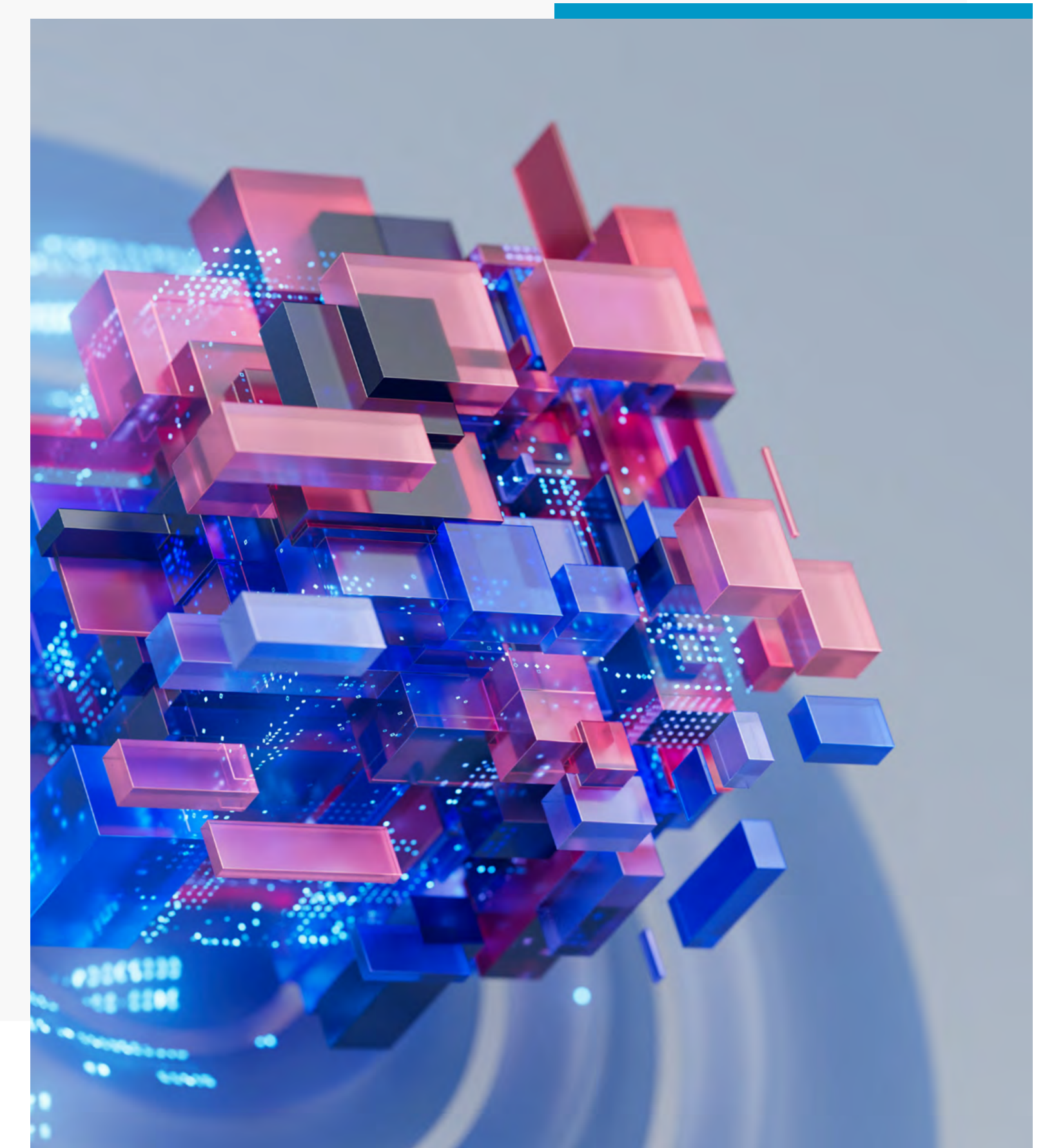
- **Streamlined Workflows:** Automate time-consuming tasks like syncing data between tools, enabling your teams to focus on strategic objectives rather than manual processes.
- **Improved Collaboration:** With real-time data synchronization, teams across functions can work in harmony, share insights, and respond to challenges without the delays caused by outdated information.
- **Enhanced Business Value:** By unifying data from disparate systems, ConnectALL provides a comprehensive view of operations, empowering leadership to make informed decisions that align with strategic goals.

Whether your organization needs to

- Connect ServiceNow and Jira for incident resolution
- Synchronize ALM tools for Agile development
- Integrate portfolio management systems to better align investments with outcomes, or
- Synchronize source code and test management data to enable seamless visibility into the state of the code.

ConnectALL provides the foundation for a truly connected enterprise.

With ConnectALL, your organization can eliminate inefficiencies, unlock collaboration, and realize its full potential—**turning disconnected tools into drivers of enterprise-wide insight.**



Example Use Cases: Transforming Collaboration Across Teams

ConnectALL isn't just about integration—it's about transformation. By uniting data and workflows across tools, ConnectALL empowers teams to collaborate seamlessly and deliver measurable outcomes. Here's how it works in key use cases:

INCIDENT MANAGEMENT: BREAKING DOWN BARRIERS BETWEEN SERVICENOW AND JIRA

Incidents don't wait, and neither should your teams. With ConnectALL, incidents logged in ServiceNow are automatically synced to Jira, ensuring developers receive critical information without the need for manual intervention.

- **Reduce Delays:** Automate workflows so issues are routed to the right team in real time.
- **Eliminate Manual Effort:** Say goodbye to error-prone data entry and redundant updates.
- **Increase Visibility:** Both IT and engineering teams can track progress with synced status updates, keeping everyone on the same page.

The result? Faster incident resolution, happier customers, and a measurable impact on KPIs like mean time to resolution (MTTR).

[See Demo](#) 

AGILE MANAGEMENT: ALIGNING TEAMS (AND THE DATA) ACROSS DISPARATE ALM TOOLS

When teams use different ALM tools—like Jira, Rally, or Azure DevOps—achieving alignment can feel impossible. ConnectALL bridges these gaps by normalizing data, enabling cross-team collaboration and visibility.

- **Unify Agile Data:** Standardize metrics and workflows across teams, no matter which tool they use.
- **Track Progress Seamlessly:** Provide leadership with a consolidated view of sprint status, burndown rates, and more.
- **Improve Delivery Predictability:** Detect roadblocks early and ensure alignment with overarching goals.

ConnectALL ensures that teams aren't working in silos, making it easier to meet delivery timelines and align with business priorities.

[See Demo](#) 

PORTFOLIO MANAGEMENT: A UNIFIED VIEW OF INVESTMENT STRATEGY

Strategic decision-making requires a clear picture of where your resources are going and what they're delivering. ConnectALL consolidates portfolio-level data from ALM tools, giving leaders the insights they need to optimize investments.

- **Centralize Portfolio Data:** Integrate information from multiple tools into a single, accessible dashboard.
- **Enhance Decision-Making:** Align investments with business objectives using real-time data.
- **Track ROI:** Measure the impact of your investments against strategic goals and pivot quickly when needed.

With ConnectALL, portfolio managers can stop guessing and start acting, backed by unified data that drives smarter decisions.

These use cases demonstrate how ConnectALL transforms collaboration, streamlines workflows, and ensures your organization operates as a cohesive, efficient whole. By connecting your enterprise, you can eliminate silos and unlock the full potential of your teams.

[See Demo](#) 

Merchant's Fleet. The Business Impact of Integration

Merchants Fleet, a leading fleet management company, relies on technology to drive client value. With 87 IT staff supporting over 500 employees, maintaining efficiency and stability in their IT operations is crucial. Facing challenges with disparate systems (Salesforce and Azure DevOps), the company experienced high cycle times, redundant processes, and data inaccuracies, leading to increased costs, delayed ticket resolution, and diminished client satisfaction.

To overcome these hurdles, Merchants Fleet adopted **ValueOps ConnectALL's Value Stream Management Platform** through Orasi Software. The solution provided seamless integration, automating the flow of data between systems. The results? Faster ticket resolution, enhanced collaboration, and significant cost savings.

KEY OUTCOMES AT A GLANCE:

- **\$6,000/month saved** in IT costs through reduced manual effort.
- **20 hours/week reclaimed**, leading to a 30% increase in team efficiency.
- **100% accuracy in records**, eliminating rework and ensuring consistent service quality.

CHALLENGES:

Merchants Fleet faced significant inefficiencies due to disconnected tools and manual processes:

- **Manual Data Entry:** Hours wasted weekly transferring information between Salesforce and Azure DevOps.
- **Data Inaccuracies:** Lost or mis-entered ticket information led to delays and rework.
- **Disjointed Collaboration:** Teams struggled with visibility and communication, impacting ticket resolution times and service quality.
- **Higher Costs:** Inefficiencies drove up IT costs and slowed response times to client needs.

SOLUTION:

ConnectALL's Value Stream Management Platform introduced:

- 1. Bidirectional Synchronization:** Seamlessly connected Salesforce and Azure DevOps, ensuring consistent data flow and eliminating manual intervention.
- 2. Improved Collaboration:** Enabled real-time updates, enhancing communication between client experience and product development teams.
- 3. Efficiency Gains:** Automated workflows reduced cycle times and allowed teams to focus on innovation instead of administrative tasks.

RESULTS:

The integration transformed Merchants Fleet's operations:

- **Time Savings:** Teams saved 20 hours weekly by eliminating manual data entry, allowing IT staff to focus on higher-value tasks.
- **Cost Efficiency:** Monthly IT savings reached \$6,000, thanks to reduced reliance on manual processes.
- **Enhanced Accuracy:** Ticket information reached 100% accuracy, improving service quality and reducing rework.
- **Faster Ticket Resolution:** Automated workflows ensured tickets were opened and resolved in seconds, boosting client satisfaction.

Merchant's Fleet. The Business Impact of Integration (cont.)

BUSINESS IMPACT:

By partnering with ConnectALL, Merchants Fleet achieved a scalable solution tailored to their needs. The integration didn't just solve technical issues—it drove enterprise-wide improvements in productivity, client satisfaction, and operational costs.

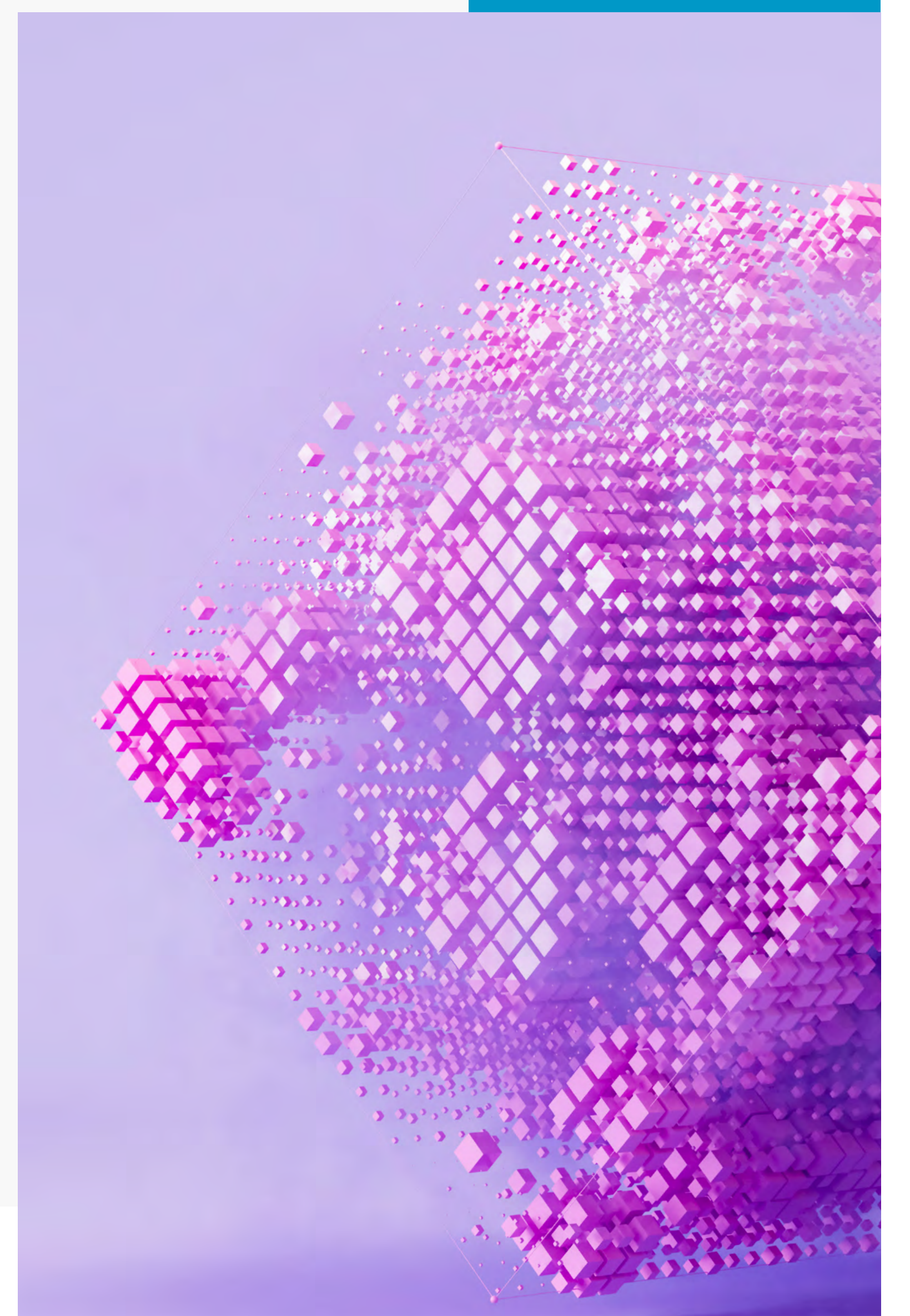
As VP Enterprise Solutions and Architecture Ben McIntyre remarked:

“*ValueOps ConnectALL is a single solution with bi-directionality and specific endpoints we needed. It has saved us time, improved quality and productivity, and enabled us to deliver value to our clients seamlessly.*”

FUTURE ROADMAP:

Merchants Fleet plans to deepen its partnership with ValueOps ConnectALL, exploring additional integrations and leveraging new features to enhance client experiences further.

[Read the Full Story](#)



The Connective Power of ConnectALL

Avoid the Pitfalls of Point Integration Tools.
ConnectALL is the Value Stream Management
Integration Hub.

Many organizations rely on point integration tools to connect their software applications. While these tools can provide short-term relief, they often introduce new challenges over time, such as:

- **Frequent Maintenance:** Point solutions require ongoing reconfiguration and maintenance whenever tools undergo upgrades or changes, consuming valuable IT resources.
- **Limited Scalability:** Each integration is a siloed effort, unable to support enterprise-wide connectivity or future expansion.
- **Fragmented Data Flow:** Lack of a unified approach means data silos persist, making it hard to achieve real-time visibility and collaboration.

This fragmented integration approach becomes a bottleneck, especially in complex ecosystems where tools are continually updated.

The ConnectALL difference: A unified integration hub that offers

1. Centralized Integration Framework:

- Acts as a single, centralized hub to connect all critical tools—ITSM, ALM, CRM, DevOps, and more—into a unified ecosystem.
- Adapts seamlessly to changes in your tools, reducing the need for constant reevaluation or redevelopment.

2. Version Agnostic:

- Automatically adapts to tool updates and new releases without disrupting existing workflows.
- Ensures seamless connectivity regardless of software version, keeping your systems aligned and operational.

3. End-to-End Data Synchronization:

- Provides a bi-directional flow of data across the entire value stream, enabling complete traceability and visibility from planning to delivery.
- Eliminates redundancy and ensures that all teams work with the same, up-to-date information.

4. AI-Ready Data Foundation:

- Enables structured and unstructured data to flow into advanced analytics and AI tools, setting the stage for actionable insights and smarter decision-making.

By choosing ConnectALL, your organization can escape the cycle of managing fragile, point-to-point integrations and focus on driving strategic value.

This unified approach not only transforms operational efficiency but also empowers leaders to harness the full potential of their digital investments. ConnectALL isn't just an integration tool—it's the backbone of your organization's value stream, ensuring your enterprise stays connected, agile, and competitive.

The Connective Power of ConnectALL (cont.)

ADDITIONAL BENEFITS

1. Reduced Costs

Manual processes and disconnected tools lead to inefficiencies that cost time and money. ConnectALL automates repetitive tasks and optimizes workflows, delivering significant savings in operational costs.

2. Enhanced Collaboration

Silos between teams lead to delays and miscommunication. By creating bidirectional data flow, ConnectALL ensures that teams work with the same information in real-time, fostering better collaboration and faster delivery.

3. Faster Time to Market

Delays in resolving tickets, aligning development teams, or consolidating portfolio data slow down product and service delivery. ConnectALL accelerates these processes, ensuring businesses can adapt to market demands swiftly.

4. Increased Visibility

ConnectALL provides leaders with actionable insights into project statuses, resource utilization, and portfolio alignment. This transparency ensures alignment between strategic goals and operational execution.

5. Scalability and Flexibility

Unlike custom-built integrations, ConnectALL's adapter-based model is highly scalable and easy to maintain. It grows with your business and adapts to changing requirements without the high cost of redevelopment.

CONNECTALL STANDS OUT!

End-to-End Visibility: ConnectALL doesn't just integrate tools; it connects the entire value stream, ensuring traceability from client requirements to delivery.

Proven Impact: Organizations using ConnectALL have seen measurable outcomes such as a **35% reduction in resolution times, 50% fewer manual reporting hours,** and a **30% increase in team efficiency.**

Ease of Implementation: With a centralized processing model and robust adapter ecosystem, ConnectALL's implementation is quick, with minimal disruption to existing workflows.



Where to Start: 3 Easy Ways to Take the First Step with ConnectALL

Transformation begins with small, actionable steps. ConnectALL offers three easy ways to get started, tailored to your organization's needs:

1. Try the Free Value Stream Designer Tool

You can start mapping your value streams with ConnectALL's complimentary Value Stream Designer. This intuitive, drag-and-drop tool empowers you to visualize processes and identify opportunities for improvement:

- Create value stream diagrams for teams of any size with hundreds of pre-loaded application icons, including hybrid and legacy tools.
- Jumpstart your mapping with pre-designed templates for common scenarios, such as DevOps workflows and OKRs.
- Collaborate seamlessly—share, export, and review diagrams with stakeholders across your organization.

Begin your transformation today by exploring the tool [here](#).

2. Schedule a Free Value Stream Mapping Assessment

Take the guesswork out of process optimization with a complimentary Value Stream Assessment, tailored to uncover bottlenecks and eliminate inefficiencies:

- Map your toolchain end-to-end and identify non-value-added activities.
- Reduce waste and increase value flow through actionable, data-driven recommendations.
- Envision a future state that supports seamless data flow and optimized decision-making.

This nimble, hands-on assessment with a value stream management expert, can unlock immediate cost savings, enhance team productivity, and streamline feedback loops. Learn more and schedule your session [here](#).

3. Request a Personalized Demo

Experience the power of ConnectALL firsthand with a personalized demo:

- See how ConnectALL integrates tools, automates workflows, and enables actionable insights.
- Discover how your organization can achieve measurable improvements in efficiency, cost reduction, and time-to-market.

Get started by requesting your demo [here](#).

With ConnectALL, you're not just integrating tools—you're unlocking the full potential of your teams, breaking down silos, and paving the way for a seamless, connected enterprise that delivers real value, faster.

Learn more about ConnectALL by visiting us [here](#).