

ServiceNow + Autotask Integration for MSPs & Enterprises



Overview

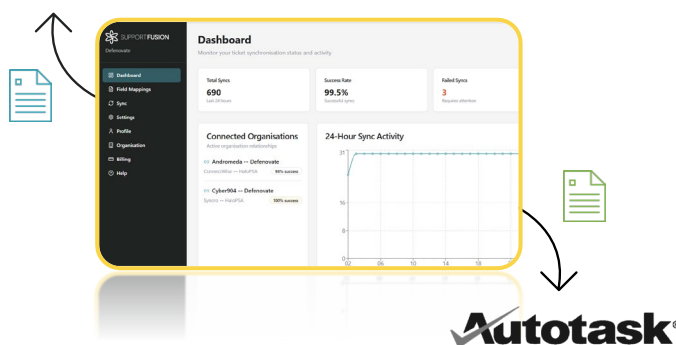
Support Fusion keeps IT tickets flowing automatically between your ServiceNow and Autotask environments - no scripts, middleware, or manual re-entry required. It's built for Managed Service Providers (MSPs) and IT teams that need to collaborate across different platforms while each continues to work in their own system.

Support Fusion translates and synchronises tickets, comments, statuses, and attachments in both directions, giving both sides real-time visibility and complete context on every issue.

How it works

- 1. Connect both systems**
Authorise each platform with API credentials. No coding or custom integration required.
- 2. Define mappings**
Use Support Fusion's guided configuration to choose which fields sync and how, with pre-built connectors for ServiceNow & Autotask.
- 3. Activate the sync**
Once live, new tickets, updates, and attachments automatically stay aligned across both systems. Each side sees the same progress, comments, and SLA state.
- 4. Monitor and manage**
View connection health, sync logs, and activity reports within the Support Fusion dashboard.

servicenow®



The Fusion Engine

At the core of Support Fusion is our Fusion Engine - the intelligent translation layer that understands the structure and intent of each connected system ensuring each team maintains a single version of truth for every ticket.

Field Mappings				
Source Field	Direction	Target Field	Source Ticket Type	Actions
Name	→	Short Description	ticket	Edit Delete
Description	→	Description	ticket	Edit Delete
Customer	→	Company	ticket	Edit Delete
Impact	→	Priority	ticket	Edit Delete
External ID	←	Number	ticket	Edit Delete
Category	→	Contact Type	ticket	Edit Delete
Status	→	State	ticket	Edit Delete

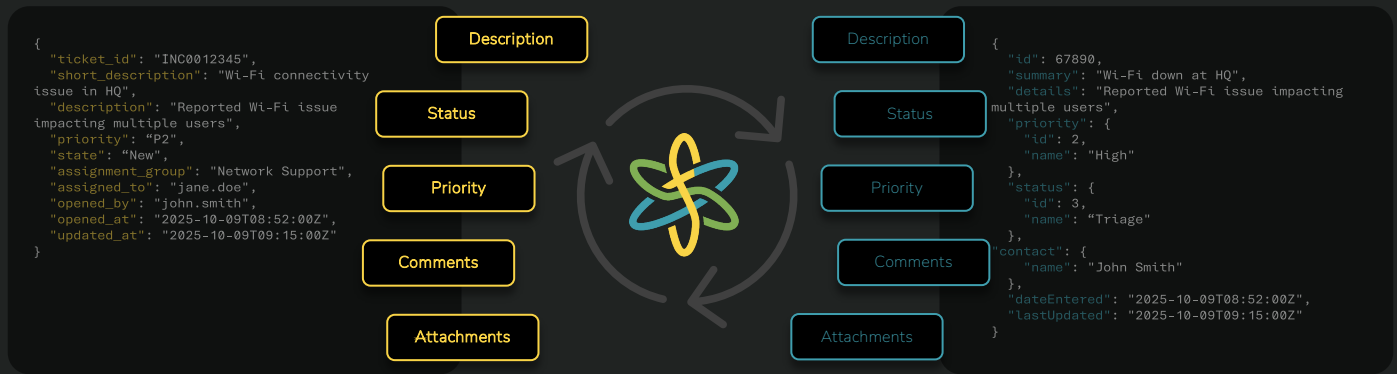
Flexible field mapping

Easily align data between ServiceNow and Autotask with customisable field mapping. Configure mappings per service agreement to ensure seamless, accurate data sync - even across different field names and structures.

- Map incident numbers to external reference IDs
- Convert summary details into short descriptions
- Sync work notes with internal comments
- Attachments flow both ways automatically
- Route custom or other missing fields into descriptions to ensure nothing gets lost

SUPPORT FUSION

The capabilities of our Fusion Engine



Data translator

Normalises data structures between platforms

Workflow mapping

Configurable to match MSP + client processes

Auto-recovery

API downtime handling without intervention

Embedded expertise

25 years of real-world IT ops experience baked in

Use cases

Enterprise IT teams

Updates, notes, and attachments sync automatically, giving your team a complete and current view of every outsourced incident or request,

- Retain ServiceNow as the system of record
- Improve service accountability and visibility of progress
- Simplify multi-sourcing and service integration (SIAM)
- Improve data quality for reporting and performance reviews

Managed Service Providers

Engineers stay in Autotask and both sides see the same information simultaneously, which helps MSPs:

- Remove double entry and the risk of missed updates
- Strengthen SLA compliance and reporting accuracy
- Deliver faster response times without changing workflows

Why customers choose Support Fusion



Zero-code setup

No major project, configurable in hours, not weeks



Unified visibility

Full transparency into SLAs, tickets, and statuses



AI-ready

Keeps data clean & structured ready for AI triage and analytics



Scalable architecture

Multi-tenant, cloud-native, API-driven

Supported platforms

Support Fusion integrates with all major platforms that power modern IT operations



CONNECTWISE



A Kaseya COMPANY

HALOPSA



FRESHDESK



ZENDESK

ManageEngine



ATLASSIAN
Jira

SERVICENOW

SYNCRO

Support Fusion Pty Ltd is an Australian platform integration company specialising in automation for managed IT service providers and enterprise IT teams, creating a shared data layer that powers ticket synchronisation, SLA intelligence, and future AI-assisted service delivery.

To arrange a demo, or get started visit www.suppfusion.com

SUPPORT FUSION