

What Nanoheal connects to, and which way data flows.

Most fixes finish somewhere besides the laptop: a ticket, a chat, a report. These are the tools Nanoheal runs with today, what each connection does and which way the data goes.

What runs today

KIND	CONNECTS TO, AND WHAT IT DOES	DATA FLOW
Service desk	ServiceNow : embedded for troubleshooters and DEX reports, plus the CMDB and ticket events. BMC Helix : ticket context in, ticket updates out. Autotask : tickets per client site, for service providers.	In and out
Chat and virtual agents	Yellow.ai and Aisera : your virtual agent reaches Nanoheal fixes, so a chat can end in a fix.	In and out
Collaboration	Microsoft Teams and Slack : updates out, with the device details attached; call quality per device in.	In and out
Remote support	Hand a device to a technician in the tool they already use. Tested: TeamViewer , LogMeIn , GoToAssist and VNC . RustDesk is built in, for teams that run no remote-support tool.	Out to the system
Directory	Active Directory and Entra ID : password resets on the device.	Out to the system
Sign-in	SAML and OIDC : single sign-on to the console, configured per site.	Into Nanoheal
Endpoint management	Microsoft Intune : a setting that fails to apply or drifts is put back, and recorded. Configuration Manager : its client is checked on every device.	In and out
People data	Workday : people data for organisational context.	Into Nanoheal
Analytics	Power BI and Tableau : Nanoheal data in your reports and workbooks.	Out to the system
Licences	Microsoft 365 , Adobe and Zoom : licence harvesting.	Out to the system

Open by design

Beyond the names above, any service desk, any remote-support tool or any BI tool connects the same way, and underused seats are listed for any enterprise tool. Tell us what you run and we show you the connection at nanoheal.com/demo/stack.

For anything not listed

A REST API with site-scoped keys works in and out. Webhooks send device and fix events to any URL. MCP servers offer tools as no-code automation steps, and an automation can call any system with a standard API.