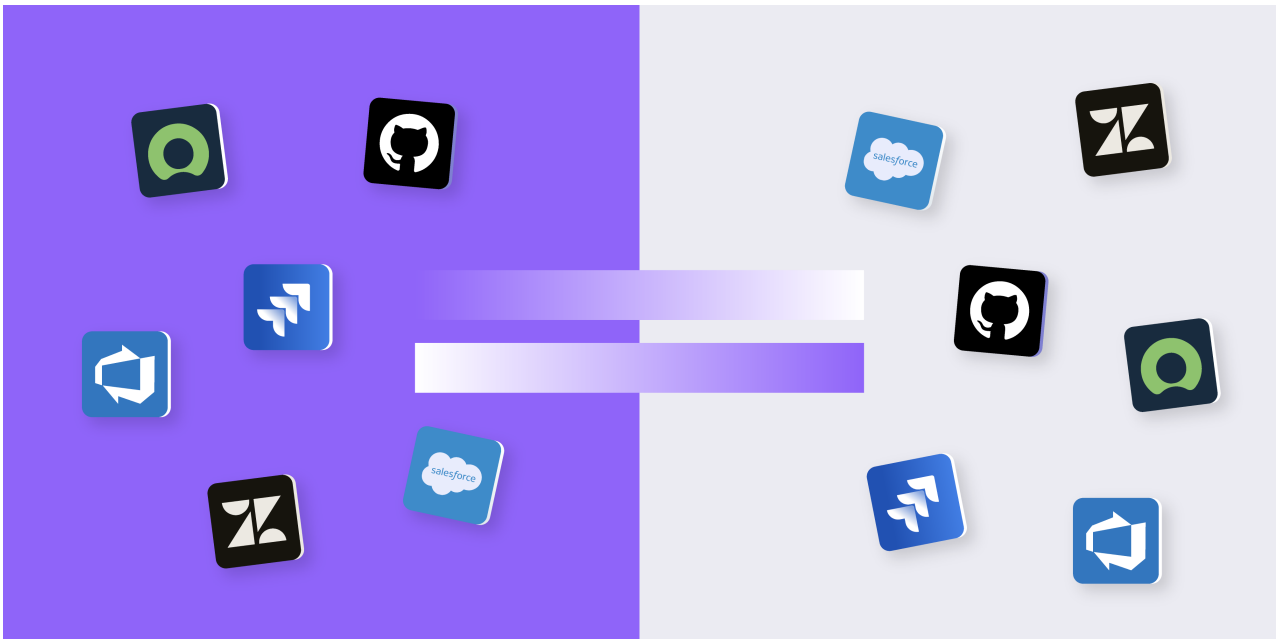


# Use Cases

Last Modified on 01/15/2026 3:52 pm EST

If you're here it means that you need to recreate or mirror information across other ITSM systems (tools like Jira, ServiceNow, Azure DevOps, Zendesk, Salesforce, GitHub, etc.). With Exalate you don't have to share everything you see on your side, you can set specific rules and decide what fields will be shared. Exalate focuses on the most granular information, such as your issues, items, tickets, incidents, and more.



The AI-assisted Scripting engine allows for an unlimited range of technical implementations—you can sync almost anything with anything.

However, we know that mapping these technical possibilities to real business value can sometimes be tricky. That's why we've put together this section: to help you connect the dots between what Exalate can do technically and how it can benefit your business.

Whether you're looking to streamline workflows, improve collaboration, or solve specific operational challenges, you'll find examples of how different technical use cases can drive the outcomes that matter most to your organization.

**In the examples, we mention specific connectors, but you can achieve the same use case with different systems.**

For example, you can sync ServiceNow Change Requests with Jira Issues. Similarly, you can sync Change Requests with GitHub Issues, Azure DevOps Work Items, and other platforms.



With Exalate, you can also sync custom fields populated by third-party apps. In Jira, for example, popular fields to sync include those from Tempo Timesheets, Table Grid Editor tables, Insight fields, and more.

This flexibility ensures that Exalate can support your integration strategy no matter how complex or intricate your sync scope is.

In this section, you can find how our users leverage Exalate to achieve their goals.

Explore various business use cases:

1. [Customer Support Workflow Sync](#)
2. [Outsourced IT Service Management](#)
3. [Internal Request & Service Management](#)
4. [Development Workflow Sync](#)
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