

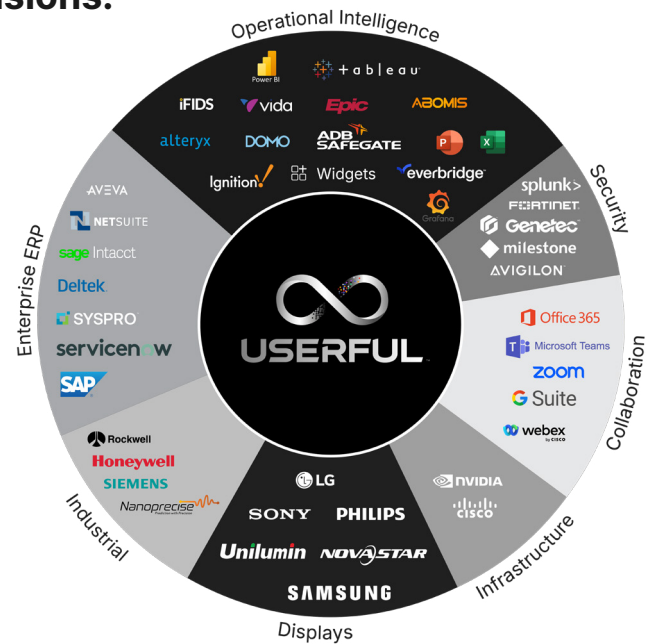
# Platform Integrations

## Break Down Data Silos. Make Smarter Decisions.

In today's enterprise landscape, data is everywhere—but too often, it's trapped in silos across disconnected platforms, teams, and locations. The Userful Infinity Platform eliminates these barriers by seamlessly integrating with existing technology stacks, enabling real-time visualization, interactivity, and centralized decision-making. Userful Infinity transforms how enterprises connect, display, and interact with critical data, driving efficiency, collaboration, and smarter decision-making.

On the right is just a sample of the many native and native-compatible integrations available in the Userful Infinity Platform, designed to enhance enterprise workflows and unlock the full potential of your data.

Custom integrations are built on demand to meet specific business needs. If you have a legacy application or service integration need, mention it to your sales representative or sales engineer during our first discovery call.



## Stateless Architecture & Enterprise-Grade Security

The Userful Infinity Platform is designed with a predominantly stateless architecture, ensuring no data is stored within the system while maintaining enterprise-grade security, compliance, and access control. At the core of this security framework is Userful's Passport, which enforces secure connection, persistent sessions for real-time data, and secure data distribution, preventing unauthorized access. This architecture ensures data remains within enterprise-approved environments, meeting stringent regulatory and privacy standards.


## How it Works

<b>Secure Authentication</b>	Supports OAuth2 authentication, while also accommodating other authentication mechanisms based on system architecture, including custom and credential-based methods.
<b>Session Persistence</b>	Maintains continuous authentication states to prevent session timeouts and reduce re-authentication friction. (While some applications may not support persistence, most work seamlessly with Useful Passport.)
<b>Secure Data Distribution</b>	Dashboards are natively embedded, ensuring no raw data is exposed or manually accessed outside enterprise security policies.
<b>Push-Pull API Connectivity</b>	Where direct embedding is not supported, Useful utilizes secure API-based push-pull mechanisms to enable real-time data access while ensuring that no data is stored or retained within the platform.

## Features

<b>Multi-Network &amp; Hybrid Cloud Support</b>	Deploy flexibly across on-prem, cloud, or hybrid environments, ensuring scalability and resilience.
<b>Data Aggregation &amp; Distribution</b>	Seamlessly unify data from BI, ERP, Security, and Incident Management sources into a single screen or video wall, or distribute insights globally.
<b>Enterprise-Wide Sync</b>	Centrally manage, deploy, and control real-time data across video walls, single displays, and globally connected endpoints.
<b>Granular Role-Based Access Control (RBAC)</b>	Enforce strict user permissions, defining access levels for dashboards, reports, and enterprise data.
<b>Live, Real-Time Interactivity</b>	Engage with interactive dashboards within the platform.
<b>8K+ Resolution Support</b>	Deliver ultra-HD clarity for data-rich dashboards, optimizing visibility on any display.
<b>Drag-and-Drop Deployment</b>	Intuitively schedule, manage, and control displays with a UI-driven interface.

## Security & Incident Management



**Genetec Security Center**  
Unified Operational Visualization for CSDOs & Security Desk Operators

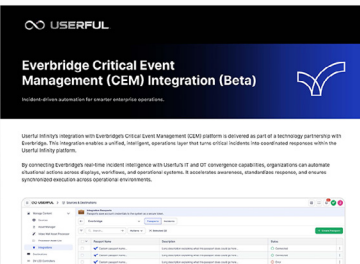
Useful Infinity's integration with Genetec Security Center gives operators access to video feeds, unified threat operations, responses, display and manage Genetec camera streams through graphical dashboards, applications, UI/UX, and other operational context.

The unified Useful for programmatic Security, Security Desk enables operators to access infinity and manage Security Center to bring security video and operational intelligence together on any number of video walls, creating a centralized, collaborative environment that enhances situational awareness, accurate response, and complete management across security and enterprise operations.

**Architecture & Workflow**

Useful Infinity's architecture is designed to work with Genetec's Unified Security Center with Useful's software-defined video architecture.

[View Genetec Datasheet](#)

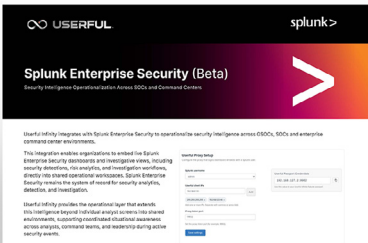


**Everbridge Critical Event Management (CEM) Integration (Beta)**  
Incident-driven collaboration for enterprise emergency operations.

Useful Infinity's integration with Everbridge Critical Event Management (CEM) platform is designed as part of a technology partnership with Everbridge. This integration enables a unified, intelligent, operations layer that links critical incidents into coordinated responses with the Useful Infinity platform.

By connecting Everbridge's real-time incident intelligence with Useful's IT and OT convergence capabilities, organizations can automate Alerting, actions, status, response, workflow, and operations systems, to coordinate awareness, incident response, and secure, synchronized operation across enterprise environments.

[View Everbridge Datasheet](#)



**Splunk Enterprise Security (Beta)**  
Security Intelligence Operationalization Across CSDOs and Enterprise Command Centers

Useful Infinity's integration with Splunk Enterprise Security to operationalize security intelligence across CSDOs, SOC and enterprise command center environments.

This integration enables organizations to extend the Splunk Enterprise security operations and intelligence stack, including security analytics, risk analysis, and investigation workflows, display into shared operational workspaces. Splunk Enterprise Security remains the system of record for security analysis, detection, and investigation.

Useful Infinity provides the operational layer that extends this intelligence beyond individual analyst screens into shared awareness, supporting coordinated operational responses across analysts, command teams, and leadership during active security events.

**Architecture**

[View Splunk Datasheet](#)



### Genetec

<b>Integration Type</b>	Push & Pull API
<b>Genetec Part number</b>	GSC-1SDK-USERFUL-INFINITY
<b>Infinity Software Version</b>	12.10.1 and above



### Everbridge (Beta)

<b>Integration Type</b>	Push & Pull API (incident ingestion)
<b>Authentication</b>	Basic
<b>License Requirements</b>	Valid Everbridge CEM platform license
<b>Infinity Software Version</b>	12.10.2 and above



### Splunk Enterprise Security

<b>Integration Type</b>	Embedded
<b>Authentication</b>	Reverse Proxy SSO
<b>License Requirements</b>	Valid Splunk Enterprise Security (ES) subscription
<b>Infinity Software Version</b>	12.10.2 and above

## Native BI/ERP Integrations

Seamlessly embed and interact with real-time BI and ERP dashboards, ensuring secure, enterprise-wide data visualization.



Power BI

### Power BI Cloud

(Best in class in the Industry - With built in advanced powerBI integration configurations)

<b>Integration Type</b>	Embedded
<b>Authentication</b>	Microsoft Identity Platform
<b>License Requirements</b>	Power BI Pro, Premium Per User (PPU), or Premium/Fabric capacity
<b>Infinity Software Version</b>	12.9 and above

**Tableau Cloud**

<b>Integration Type</b>	Embedded
<b>Authentication Methods</b>	Tableau Connected Apps
<b>License Requirements</b>	Supports all Tableau licenses (Creator, Explorer, and Viewer)
<b>Infinity Software Version</b>	12.9 and above

**ServiceNow**  
(Beta)

<b>Integration Type</b>	Push & Pull API
<b>Supported Modules</b>	Incident Management and Problem & Change Management Custom modules (built on request)
<b>Authentication</b>	OAuth2 Authorization
<b>Infinity Software Version</b>	12.9 and above

**SAP Analytics Cloud**

<b>Integration Type</b>	Embedded
<b>Authentication</b>	OAuth 2.0
<b>License Requirements</b>	Active SAP Analytics Cloud tenant
<b>Infinity Software Version</b>	12.10 and above

**MS Excel**

<b>Integration Type</b>	Embedded
<b>Authentication</b>	Microsoft Identity Platform
<b>License Requirements</b>	Microsoft 365 License
<b>Infinity Software Version</b>	12.10 and above

**Grafana On-Prem**  
(Beta)

<b>Integration Type</b>	Embedded
<b>Supported Versions</b>	OSS and Enterprise
<b>Authentication</b>	Secure Access Gateway
<b>Infinity Software Version</b>	12.9 and above

**Domo**  
(Beta)

<b>Integration Type</b>	Embedded
<b>Authentication</b>	OAuth2 Authorization
<b>License Requirements</b>	Domo Everywhere License
<b>Infinity Software Version</b>	12.9 and above


**Epic**

<b>Integration Type</b>	Push & Pull API
<b>Supported Modules</b>	Grand Central ADT and Departmental Wait-Time Custom modules (built on request)
<b>Authentication</b>	OAuth2 Authorization
<b>Infinity Software Version</b>	12.9 and above

## Other Integrations

### Content

Integrate and display dynamic content with interactive controls, automated transitions, and real-time updates for impactful communication.

 <b>PowerPoint</b>	<b>Powerpoint Online</b> (Beta)
<b>Integration Type</b>	Embedded
<b>Authentication</b>	Microsoft Identity Platform
<b>License Requirements</b>	Microsoft 365 License
<b>Infinity Software Version</b>	12.9 and above

## 3rd Party CMS Integrations

Useful Engage application seamlessly integrates with third-party CMS platforms. These integrations enable organizations to leverage advanced content management features while ensuring smooth content distribution and playback across corporate signage networks.



## Screen casting and Conferencing

Enhance your workspace with powerful integrations that enable effortless communication and content sharing:



## Custom Integrations

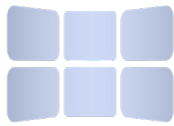
Can't find the specific integrations you need? No worries! Our team works closely with enterprises to develop custom integrations that seamlessly fit into your existing tech stack, ensuring optimized workflows and maximum efficiency.

## Endless Possibilities

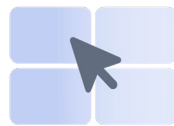
The integrations listed are just a fraction of what Useful offers. We continuously develop new, innovative integrations to enhance collaboration, streamline operations, and unlock new capabilities.

Let's build the perfect integration for you! Reach out to explore how Useful can connect, visualize, and optimize your enterprise ecosystem

## It's all part of the Useful Platform



Decisions



uConduct



Spaces



Notifications



Trends



OPStreams



uControl



Engage

## About Useful

Userful™ is a leading provider of IT solutions for core enterprise operations and mission-critical environments serving IT organizations worldwide. Useful's unified software platform provides services and management through a complete suite of enterprise data visualization applications for comprehensive organizational and situational awareness and readiness for modernized operations. Useful harnesses the same unified platform to provide global manageability through a single-pane-of-glass.

### Consult with a Useful Expert

Whether to talk to one of our sales specialists,  
or for technical support, we are here to help you!

[userful.com/schedule-demo](https://userful.com/schedule-demo)

