











Did You Know?

Pia's connectivity goes beyond the integrations mentioned below. With powerful API access, our platform can seamlessly integrate with almost any API-enabled software, offering unlimited potential to customize and expand its functionality to meet your unique needs.

Pia aiDesk Integrations

Ticketing Systems		Build your automations	Pre-built Automation
	ConnectWise Interact directly with Pia's Automation Assistant aiDesk, to automate tickets such as New Starter Requests, Terminations and Password Resets.	✓	✓
	Autotask Interact directly with Pia's Automation Assistant aiDesk, to automate tickets such as New Starter Requests, Terminations and Password Resets.	✓	✓
	HaloPSA Interact directly with Pia's Automation Assistant aiDesk, to automate tickets such as New Starter Requests, Terminations and Password Resets.	✓	✓

Cloud Service Providers		Custom Automation	Pre-built Automation
	Microsoft Partner Center Increase and decrease your Office 365 license count using Pia aiDesk's pre-built user onboarding and offboarding automations.	✓	✓
	Pax8 Increase and decrease your Office 365 license count using Pia aiDesk's pre-built user onboarding and offboarding automations.	✓	✓
	Ingram Micro Manage your Office 365 licenses using Pia aiDesk.	✓	
	Dicker Data Increase and decrease your Office 365 license count using Pia aiDesk's pre-built user onboarding and offboarding automations.	✓	✓
	Rhipe Manage your Office 365 licenses using Pia aiDesk.	✓	

Accounting and Payroll**Custom
Automation****Pre-built
Automation****Xero**

Integrate with Xero's API through aiDesk for streamlined financial management, including invoicing, expenses, and bank transactions.

**Identity Management****Custom
Automation****Pre-built
Automation****Active Directory**

Create, Reset, Manage and Terminate accounts using Pia aiDesk's pre-built automations.

**Azure Active Directory**

Create, Reset, Manage and Terminate accounts using Pia aiDesk's pre-built automations.

**Virtual Environments****Custom
Automation****Pre-built
Automation****Windows RDWeb/ RDS**

Configure user access, logout users and troubleshoot RDS issues using Pia aiDesk.

**Windows Virtual Desktop**

This solution is integrated with Pia aiDesk, allowing you to create your own automations.

**VPN Tools****Custom
Automation****Pre-built
Automation****Windows VPN**

Configure and deploy a VPN setup using Pia aiDesk.

**Azure VPN**

Configure a VPN setup using Pia aiDesk.









**OpenVPN**

Configure and deploy an OpenVPN setup using Pia aiDesk.




**SonicWall**

Configure and deploy an SonicWall VPN setup using Pia aiDesk.



Documentation Tools		Custom Automation	Pre-built Automation
	IT Glue Provides complete documentation on the steps an automation takes to complete, stored directly in IT Glue.	✓	
	SharePoint Integrate seamlessly with SharePoint's collaboration platform using aiDesk, empowering efficient document management, version control, and team collaboration through its API integration.	✓	
Communication Tools		Custom Automation	Pre-built Automation
	RingCentral Integrate with RingCentral's communication platform via aiDesk for streamlined call management, messaging, and video conferencing, leveraging its API for seamless integration with your workflow.	✓	
	Office 365 Email Send alert emails from a specific mailbox using Pia aiDesk.	✓	✓
	Slack This solution is integrated with Pia aiDesk, allowing you to create your own automations.	✓	
	Microsoft Teams This solution is integrated with Pia aiDesk, allowing you to create your own automations.	✓	✓
	BurstSMS Integrate BurstSMS with aiDesk to send SMS messages via prebuilt automation, while allowing for notifications and marketing campaigns through custom-scripted automations leveraging its API.	✓	✓
	TimeZest Integrate TimeZest with Pia aiDesk for seamless, efficient client scheduling.	✓	✓

Email	Custom Automation	Pre-built Automation
 Exchange On-premise Create and manage users while also sharing and controlling shared mailboxes and distribution lists, all using Pia aiDesk.	✓	✓
 Exchange Online Create and manage users while also sharing and controlling shared mailboxes and distribution lists, all using Pia aiDesk.	✓	✓

Mail Filtering Tools	Custom Automation	Pre-built Automation
 Microsoft Defender Whitelist and Blacklist emails while also releasing quarantined emails, all using Pia aiDesk.	✓	✓
 Manage Protect Whitelisting and Blacklist emails using Pia aiDesk.	✓	✓
 Mimecast Whitelist and Blacklist emails while also releasing quarantined emails	✓	

