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Pia 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's pre-built user onboarding and offboarding automations.	✓	✓
Pax8 Increase and decrease your Office 365 license count using Pia's pre-built user onboarding and offboarding automations.	✓	✓
Ingram Micro Manage your Office 365 licenses using Pia.	✓	
Dicker Data Increase and decrease your Office 365 license count using's Pia pre-built user onboarding and offboarding automations.	✓	✓
Rhipe Manage your Office 365 licenses using Pia aiDesk.	✓	

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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.	✓	✓

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Documentation Tools

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

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.	✓	

MSP Process Tools

	Custom Automation	Pre-built Automation
Nilear Embed Pia into Nilear's simplified ConnectWise PSA ticket experience.	✓	
CloudRadial Integrate CloudRadial with Pia SmartForms to streamline client interactions and automate workflows	✓	✓