



POB Certified in ITIL V3.1

In 2008 Wendia was proud to announce that POB was the first – and for a long time the only – service management solution in the world to be certified ITIL V3 compatible in all 14 processes.

All 15 Processes

Now, we are following up on that and are delighted to announce that POB has passed all 15 processes for the PinkVerify ITIL V3.1 certification.

POB thereby strengthens its central position within ITIL compatible service management solutions that have been approved by Pink Elephant since they began their certification program:

- ITIL 2.0 certified in all 7 processes
- ITIL 3.0 certified in all 14 processes
- ITIL 3.1 certified in all 15 processes



This new V3.1 certification also fulfills the bronze level for OGC Swirl in all 15 processes.

Hal Tueller, Wendia North America CEO, shares the enthusiasm: "Wendia's commitment to ITIL best practices and this achievement is another sign of Wendia's consistent role as a world leader in the ITSM space."

"We are pleased to acknowledge Wendia's commitment to IT best practices with the PinkVERIFY™ certification," says David Ratcliffe, President of Pink Elephant. "ITIL is recognized today as the most credible framework from which companies can align their processes and procedures. With the PinkVERIFY™ certification, Wendia can offer its customers the assurance that its products have the industry 'stamp of approval' for ITIL compatibility."

Wendia was an Easy Decision



MonaVie, headquartered in South Jordan, Utah, came to Wendia after two frustrating and stressful years with another vendor.

Wendia North America is pleased to introduce its newest client, MonaVie, Inc., a health and wellness products manufacturer with a product line that includes healthy juices, weight management systems, and energy products.

Software that Customizes

MonaVie, headquartered in South Jordan, Utah, came to Wendia after two frustrating and stressful years with another vendor. Even with continual professional services support, MonaVie found it challenging to configure its previous vendor's software properly and get it up and running in their system. Changes to the system were difficult and costly, taking an excessive timeframe to implement. Additionally, MonaVie found it had to change many of its business processes to work with the software, instead of having software that would customize to meet its own standing business needs.

"When CA's Professional Services Team came on site, they spent most of the billed hours on the phone with their Support Team trying to get the products to work as promised," said Aaron Wood, Service Delivery and Change Control Manager at MonaVie.

MonaVie needed a Change

Through hours and hours of needlessly billed Professional Services, frustrating

support calls, costly customizations, and years of unsuccessfully attempting to fully implement and configure the software, MonaVie needed a change.

"I have worked with and customized several different help desk software platforms and nothing compares to Wendia," said Wood. "It took us two weeks to program a Global Incident SLA into the CA Service Desk and make it notify properly; during Wendia's demo their consultant programmed the same SLA into Wendia on the fly in five minutes right in front of us. I was sold."



M O N A · V I E

Choosing Wendia was Easy

Wendia's speed of implementation, partnered with its flexible toolset and easy integrations made choosing Wendia easy.

"You have to restart services after hours every time you make customizations in CA - so forget about sleeping at night," said Wood. "This is not so with Wendia. Customizations can be done at any time. Between the ease of customization and the fact that it will integrate easily with our inventory systems, Wendia was an easy decision."

POB Courses

In Norway, Wendia has expanded their course offerings to include a theme course that combines ITIL and the use of POB to support business processes. Two courses being held in cooperation with partner Prosesshuset will deal with services and service catalogs. Here questions like "What are services, service catalogs and CMDB?", "What do we need them for?", and "How do we go about implementing a service catalog?" will be answered.

For more information, and signing up, see www.wendia.no.



Wendia Norway's office in Oslo

In Denmark, open courses in POB are offered in May and June:

"POB System Administration, basic" - a 2-days course on 9-10 May.

"POB Enterprise Manager, basic" - a 2-days course on 11-12 May.

"POB Crystal Reports / POB Datamodel" - a 2-days course on 6-7 June.

"POB Enterprise Manager, advanced" - a 2-days course on 8-9 June.

For more information, and signing up, send a mail to ms@wendia.com.

Customer Conference

Mark your calendars for the 2011 Wendia North America POB customer-partner conference held once more at the Zermatt Resort in Midway, Utah, 4-7 October 2011.

Come ready to **Learn** from Wendia chief executives and product managers, to **Connect** with our international clients, key partners, and industry experts, and to **Share** best practices, insights, and strategies.

Read more at www.wendia.com.

ITSM Project of the Year: Silver medal to Sundsvall

At the recent *itSMF* conference in Stockholm, Sweden, the POB project of Sundsvalls Municipality's IT department won second prize in the competition for best ITSM project of the year – out of 15 nominees.

The POB project has in many ways improved service quality in the IT department and made the employees happier – and now the work has been awarded a silver medal. "This indeed feels very good", says Niklas Olsson, who is project leader in the municipality's IT department. "We have worked long and hard on the POB project - a project that has even aroused interest from other municipalities and more than once, we have been invited to talk about it."

A reason for the success and a unique part of the project is the fact that the work has taken off in the actual need for improvement of the IT infrastructure. Based on experience and how the employees see the situation, great emphasis has been put on determining:

- where the biggest problems were
- where the problems "hurt" the most
- where to start to ensure a long-term solution

Step two was then to define the services - how do they look, requirements to support, costs, and need for resources. Step three has been to develop the GUI and the processes to support delivery.

"Today we have good control of the delivery of services, and our service catalog is anchored in our processes", says Niklas Olsson, and continues: "The way we work has made us confident that we could offer valid services, which has been a great advantage for the service desk personnel, who are the first to meet the customer."



With a staff of 34 people and working in accordance with ITIL since 2007, Sundsvall's IT department operates 150 systems and 600 applications, based on a service catalog with 145 services, and delivers approx. 6,800 computer work spaces as a service. The POB project has been run in cooperation with Wendia partner, Accero.

Wendia Norway welcomes new POB Customer



In Norway we are pleased to welcome recent customer, **TOTAL E&P NORGE AS**. With a history in Norway going back to the 1960'ies, oil and gas company TOTAL E&P NORGE AS is part of the worldwide French industrial group TOTAL. TOTAL in Norway is scheduled to go into production in May with the POB modules Service Desk Management, Configuration & Asset Management, and Project & Change Management. TOTAL has also developed a web services interface to Accelerator - a self-service portal from Atea.

Wendia is Pleased to Welcome...

Wendia Denmark welcomes new senior business consultant and implementation engineer, **Jesper Solholm Jensen**. Jesper has an academy profession degree in computer science, and has worked with IT service management solutions for eight years. Jesper started his career as a developer at Remedy, before switching to POB working first as an implementation consultant with Wendia partner, Øberg Partners, then as POB administrator at Troms Fylkeskommun (County of Troms) in Norway. Now, Jesper is back in Denmark working as implementation engineer and technical presales for Wendia.

