



Wendia Portugal

From the 1st of January 2011, Wendia is officially represented in Portugal. Wendia's new branch is located in the beautiful capital city of Lisbon.



Lisbon
www.bigfoto.com

The Portuguese team is inspired to leverage POB - Point of Business in the Portuguese market, and will raise the Wendia awareness in the market by multi-level marketing and sales campaigns.

Wendia Portugal is convinced that with the Portuguese businesses' increasing focus on IT service management, the POB ITSM solution will be well received.

We will soon be back with more news from Portugal.

Wendia is also strengthening the approach to the market in other countries. Read more about the newest members to our sales force on the back page.

itSMF in Oslo

The yearly itSMF conference in Norway is usually a quite popular event, as was the case this year, where the recent event, held on 22-23 March in Oslo, had a record-high participation of more than 600 people. Wendia hosted a stand, which offered an entertaining competition, and online demos of POB. Below by Wendia partner Ole Wendelbo, KMD.

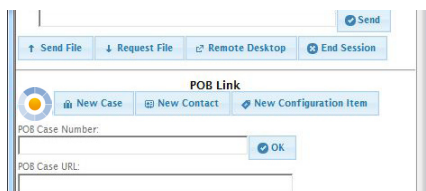


Integrated Chat and Remote Desktop Assistance Technology



Wendia, partnering with RapidAssist, is pleased to offer a new, integrated chat and remote desktop assistance technology within POB - Point of Business.

This built-in offering provides administrators with a complete visual communication tool that streamlines service calls by automatically generating a case within POB for documentation and future reference. During a service desk chat session, administrators no longer have to manually fill-in a POB case, but with the click of a button, the chat session and details of the interaction automatically generate a new case within POB. Additionally, if the customer is not in the POB database, or the computer they are using in the session is not a POB Configuration Item, they can be added with a click of a button.



Increasing the Effectiveness

POB RapidAssist increases the effectiveness of every service desk transaction without needing to pre-configure software on the user's machine. Technicians and users can share screens and engage in an instant messaging style chat session. By simply clicking on a web link, and with no prior setup necessary, end users can connect to your service desk and agents can remotely

view the user's screen, draw on the desktop to provide coaching and training, and optionally share control of the remote keyboard and mouse.

Easier Communication allows for Faster Problem Resolution

With easier communication when using the RapidAssist integration, more issues get resolved during the first call to the service desk. In some situations, chatting may be the preferred way of submitting a question to the service desk. With this integration, the entire chat with the customer, concurrently with the service request submission, automatically populates the case. Adding files to the case is easy, as the technician and the client can exchange files during the chat.

Remote Control

Communication with the customer is facilitated by service desk agents being able to view the customer's desktop instead of asking the user to verbally explain technical details that they may not understand. Screen markup tools allow agents to communicate visually with the customer, including the popular "click here" arrow. Furthermore, the remote control allows more issues to be resolved without an on-site visit.

Scandinavian PUG 2011

The yearly Scandinavian POB User Group Conference that was held in Oslo on 15-16 March was well attended. Lisbeth Strømmen presented on how Norwegian **Bluegarden** had improved response quality and reduced response time in their service desk by revitalizing their POB installation.

In three workshops, the participants could learn about how **Atea Sweden** uses POB Survey to provide them with valid data on what their customers think about their services, how Danish **KMD** gets a full overview by including their services in the POB Business Availability Monitor, and how **Wendia Norway** and partner **Prosesshuset** work with services, service catalogues and CMDB.

The participants had a go at curling after an entertaining introduction to the sport and its tactics given by Norwegian national team veteran, Dordi Nordby.



Göran Wahlgaard,
Atea Sweden



POB Users' Tips & Tricks

A *WendiaNews* service where a *Wendia* developer or customer finds a useful feature in *POB*, which is passed on here for the benefit of other users.



Filter Problem Codes in POB End-User WEB separately for each customer

If you have a long list of problem codes enabled for WEB, it may be difficult for your customers to find the codes they really need, especially if you're not using the WEB Forms functionality. To make it easier, **Stefan Reichelt** has described how to easily set up a little but useful filter.

This feature should be easy to implement, but knowing how to use the Enterprise Manager for adding a new tab is a prerequisite. Additionally, it will be required to edit the `pobweb.ini` on the POB Application Server. This feature will work in POB21.12, patch date 17th February 2011 or later. POB users can write for guidelines as how to set it up in the EM by sending an e-mail to `ms@wendia.com`. Note that *Wendia Support* has tested and approved this feature, but takes no further responsibility for it and does not provide support for its implementation.

Thanks to **Stefan Reichelt**, PC-Ware Information Technologies AG, for the tip. Stefan will be rewarded with a selection of Danish quality chocolate. If you have a tip to share, send it to `ms@wendia.com`.

Stefan Reichelt has also commented on **POB21.14** that was released on 1 March:

"I deployed it directly after release in our dev environment and tried out many things after studying the release notes. Now I'm not sure what's more interesting besides the nearly mandatory features like list colors, optimistic locking or the browser tab.. The fact that POB is now really localised? Or the many intelligent changes to some controls? Or the possibility to save various search view settings? There is much left to say about this release, and the list of enhancements is really long."

You can read more about this topic by following the PUG Point of Business User Group on LinkedIn.

Wendia is Pleased to Welcome...

Wendia Denmark welcomes new Business Development Manager, **Klaues Poulsen**, who has 20 years of experience in key account and sales management within the IT industry selling directly B2B, B2G, or through partners. Klaues has a background in maintenance and has worked with service, service management, outsourcing and the predominant part of his career.



Wendia Germany is happy to have **Jörg Prahmann** on board as Vice President Business Development. Jörg is responsible for driving sales activities in the D-A-CH region - the German-speaking part of Europe. Jörg brings many years of experience in software solution selling, i.e. in the CRM and ITSM area.



The **Wendia North America** team is happy to announce two new sales executives. **Heman Smith** - an enthusiastic technology evangelist with deep and broad experience in IT management. He has led teams in roles at Legato Systems, Altiris, and at Ancestry.com. Heman has owned and operated his own VAR company, once selling to small businesses, and later with a focus on CMDBs. And **Jeff Anderson**, who has worked in the IT industry for over 30 years, with his first 20 years in technical roles such as programming, network/system engineer, manager/director of engineer and operations. Over the last 10 years, Jeff crossed over from the technical to the sales and marketing side of the industry in roles such as sales and business development with a focus in technology and ITSM.



Heman Smith
(above) and
Jeff Anderson

