



Conferences in D-A-CH

May was a busy month for Wendia and partners in the German-speaking part of Europe. With only a few days in between, Wendia participated in two conferences in Germany and Switzerland.

Servier's Annual meetITIL Conference

Practical views on topics like multi-client capability and the use of one central system for an organization with local structures – Uwe Benner, service desk team leader of Wendia customer Bechtel Remote Services, won his audience with an inspiring presentation on the POB experience with daily business. The conference that was held on 9-12 May in Bad Neuenahr, Germany, is one of the industry's most popular events bringing together decision makers, system users, ITIL experts and suppliers.



Wendia and certified partner KryStone GmbH had many visitors to their conference stand

3. ITIL-Forum Schweiz 2011

Only a few days later, Wendia continued the successful performance from Bad Neuenahr in Sarnen, Switzerland. Together with certified Swiss partner Anylogix Software AG, Wendia was involved from 17-18 May as one of the exhibiting suppliers at the Swiss ITIL Forum hosted by Glenfis AG, one of Switzerland's most recognized ITIL training and consulting companies. Presentations and workshops on ITIL best practices, IT management and trends of the industry made the two-day event a valuable experience also for Wendia customers VRSG St. Gallen and Tecan Trading, participating at the event.

Certifications Put to the Test Who benefits from Tool Certifications? And Why?



Assessments, certifications and test reports are very popular these days. Whether customers want to purchase financial and insurance products or consumer electronics, more and more often they rely on expert knowledge as a way to choose a suitable product.

Of course, high investments in the IT industry consequently require a more intensive examination of the range of tools available. In this context tool certifications can be a valuable help to get you started: "There are more than 300 suppliers of ITSM tools worldwide, and there is no way an IT organization has time to evaluate all these tools. A well respected certification, like for instance PinkVerify, can be a shortcut to eliminating some tools", says Wendia CTO Atle Nilssen. Also, reliable expertise guarantees a safe and sensible purchase decision: "Certifications are valuable for sales, marketing, decision makers and partners. However, it is essential that the relevant certification is recognized and has a good reputation", says Günter Kryczun, CEO of Wendia sales and service partner KryStone GmbH.



Günter Kryczun

PinkVerify 3.1 Passed with Distinction

Only recently, Wendia's service management solution was assessed by analysts from Pink Elephant, co-authors of the ITIL publications – and again, POB has secured Wendia a place among the top 3 suppliers. During the assess-

ment process, analysts were testing the compatibility of the system with fifteen processes defined in ITIL V3.1. The thorough theoretical examination of the system was followed by a practical demonstration of functionalities in a productive customer environment. Finally, Atle Nilssen spent many hours with Pink Elephant experts discussing system related issues during their visit to the development department.



From a User Perspective

The effort related to the tool assessment clearly shows how carefully supplier and tool are examined before they receive any test mark. That way they guarantee valuable support for CIOs and project managers when they need to choose a high-quality system. However, for the users they seem to play a less important role. For them, it is still the direct examination of functionality, user-friendliness and customization that counts: "I myself as a supporter and system administrator pay a lot of attention to the functionality of the system. Most ITSM tools that I am dealing with

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Certifications...

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out of simple curiosity are failing when it comes to issues like functionality in the area of resource management. Then it is also important for me whether the whole functionality is available in a user-friendly way. And finally, I put a lot of emphasis on flexibility and easy customization. The easier it is to customize a system to meet the individual requirements of my organization, the more attractive I find it. That's why I am such a big POB fan", says Stefan Reichelt, POB administrator and consultant for COMPAREX Deutschland AG.

Meeting all Requirements

It would seem that managers rely on rigorous certification while usability and functionality matter most to users. POB's ITIL commitment perfectly satisfies both needs.



Wendia North America is delighted to announce their upcoming 4-day POB training. To sign up, please send an e-mail to Janae Rogers, at j.rogers@wendia.com.

For more information see www.wendia.com.

Our Swedish Partner Accero is growing!

Headquartered in Stockholm, Accero was founded by Niklas Schuster and Peter Fransson in 2007. With basis in best practice and certified toolsets, Accero helps service providers to continuously improve their business by establishing and maintaining an effective and seamless service management set-up. Accero works with ITIL as best practice for processes and POB as their recommended toolset.

We are now pleased to welcome two more experienced members to Accero, who have both just completed a POB Implementation Engineer Training.



Isak Eidhagen, who joins from Fortum, is a very senior project manager and he has worked for more than eleven years with project management in IT. He has been responsible for many successful business-critical systems deliveries and implementations, mainly in the energy industry.

Isak is also providing training in project management and has a passion for project methodologies and the agile approach. "I see the workshop as a central component of a successful process development. I have also realized that it is virtually impossible to communicate successfully based only on documentation, such as a requirements specification. I have instead learned that good documentation should be a result of the communication that takes place for example in a workshop."

Isak is certified in project management (IPMA), ITIL and Agile Master. Isak will strengthen Accero's offer and profile within the senior project management and business development areas.



Samy Lidner, who joins from Swedbank, is a driven project manager who is used to managing critical and complex projects where the delivery quality is high priority.

With a background as a skillful software developer since the mid-1990s, requirements analyst and project manager during the 2000s, Samy has developed a very good understanding of both business and IT. His analytical skills are an asset when it comes to developing and implementing business strategies and requirements into cost-effective technological solutions. Samy has the ability to quickly get into the customers' business and ensure that the customer gets what is agreed.

Samy is also acting as workshop leader in areas such as requirements and process modeling. As a person he is easy to get along with and often uses humor to keep the mood going. This combined with goal and result orientation ensures that Samy's assignments result in satisfied customers.

Cost-Free Workshop: Check the Health of your IT!

**Are you using your POB solution to the maximum extent?
How about the level of maturity of your IT department?**

Daily business, heavy workload and time pressure often do not allow you to take a step back and answer the questions above. For the same reasons users are often not aware of the wide range of functionalities POB is offering them in addition to what they are already using.

Be it process optimization, lean IT management or cost saving potential – Wendia wants your organization to be as successful as possible and to benefit from POB as much as possible!

That is why we are now offering you a thorough health check of your organization and your POB solution. Interested? **Find your local Wendia organization at www.wendia.com and book a cost-free half-day workshop to analyze the level of maturity of your organization - and find out how to increase ROI and lower your TCO with POB!**

