



## Wendia

### Efficient Service Management with POB



The four POB modules **Service Desk Management, Configuration & Asset Management, Service Level Management, and Project & Change Management** provides your organization with a strong foundation for efficient service management.

POB – Point of Business is a comprehensive set of application modules for service management and related business processes. Here you can get a quick overview of the most commonly used POB modules that will help your organization manage your business processes. POB is fully flexible and scalable – so set out with all modules, or start deploying them one by one.

#### When IT Supports the Business

Service management at its best is about managing your business processes to ensure stable and high-quality service deliveries, high user satisfaction and reliable measuring. The basic principles of service management are about capturing institutional knowledge, and efficiently solving incidents and problems. With POB you get all the capabilities and features you need to improve IT operations and overall IT support for your business.

#### The Right Tool for the User

With the POB modules Service Desk Management, Configuration & Asset Management, Service Level Management, and Project & Change Management users get a high-performing application to fulfill their tasks. Fully configurable, it allows users to modify data and view formats, add fields and forms, and even change the entire work environment to match their individual preferences. The seamless integration within the modules and with existing corporate systems together with third-party products such as web, ERP systems, and e-mail makes it a truly versatile solution that helps ensure end-user acceptance

and productivity.

#### Flexibility and Cost-Effectiveness

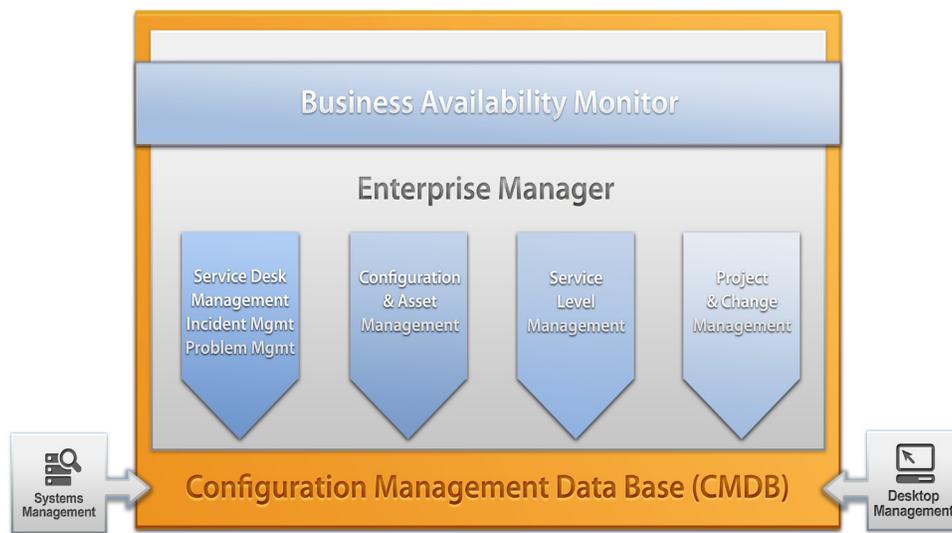
IT professionals need to manage their work in less time using fewer resources, without sacrificing customer expectations. Solving problems while simultaneously improving service quality is a key factor for companies that value performance and want to be competitive. Wendia created the POB service management solution to help your organization meet these challenges. The efficiency of your IT organization will be significantly increased because of the broad functionality available with this out-of-the-box, flexible and cost-effective, fully ITIL-compatible solution.

#### Four Main POB Modules

The four main POB modules that are presented here enable you to manage many of your most critical business processes.

The **Service Desk Management** module gives you:

- Incident Management
- Service Request
- Problem Management
- RFC



▲ The CMDB is continuously updated with information from external systems and the two-way communication with the POB modules in use, and is the foundation for all service management processes. The BAM monitors all IT services.

- Known Errors
- Knowledge Management
- Task Management

#### The **Configuration & Asset Management**

module gives you:

- Item Management
- Configuration Items
- Product Management
- License Management
- Life Cycle Management
- Monitoring

The **Service Level Management** module gives you:

- Service Level Agreement
- Service Catalog
- Service Portfolio
- Operational Level Agreement
- Underpinning Contracts
- Contract Management
- Invoice Requests
- Monitoring

The **Project & Change Management** module gives you:

- Change Order Management
- Release Management
- Project Management
- Activity Management
- Workflow Management
- Integration to Calendars
- Integration to MS Project
- Monitoring

#### **POB Enterprise Manager**

POB's main administrative console, the POB Enterprise Manager, customizes the standard solution. All modifications and customizations

are stored in the central relational database, the POB CMDB, for cost-effective migration to new releases. This is an effective tool for both the end user and the system administrator.

#### **The POB CMDB**

The POB CMDB is the focal point that secures the implementation of all ITIL processes. The intelligent design and architecture guarantee access across all the service management processes.

#### **POB Business Availability Monitor**

As an addition to the POB installation POB's monitor solution, the BAM, makes it possible to monitor how different IT services perform and progress in relation to availability, customers, and service levels.

#### **Superior Security**

POB – Point of Business satisfies the most advanced security demands. It applies user authentication to reliably and securely determine who is executing the application. The authorization of users is important to ensure they have the permission required to perform certain actions.

#### **Cost and Competitiveness**

When your company can produce and deliver your products and services on time, with the required quality and at the right costs, you compete more effectively. Your IT systems are crucial to accomplish this. The POB service management solution helps you deliver productive systems while Wendia's consultants and developers provide all the support you need.

“Considering the complexity of our needs and requirements for POB, the implementation process went very well, without any major difficulties and almost according to plan. In approx. 2-3 months we were up and running with the whole system. During the implementation and testing phases, we were able to get the required system corrections and customizations on a day-to-day basis.”

Jørgen Assens  
Group Manager  
Topdanmark

