



Wendia

Making Service Management Happen



Wendia is a European-based company developing some of the most comprehensive and efficient service management software solutions in the industry. Service management is our core business and everything we do is for the purpose of creating and maintaining a set of best-of-breed functionalities that allow our customers to achieve excellence in service and service management.

When comparing Wendia and our solution set Point of Business (POB) to many of our large competitors, our customers feel Wendia offers a solution at a third of the price, taking a third the time to implement, and a tenth of the headache.

Beyond the Traditional Mindset

Most service management solutions on the market today are typically based on traditional IT thinking. At Wendia, we simply don't believe this is enough for today's business challenges. Accelerating market demand for increased service levels, higher complexity, and more efficient cost structures, will generate the need for a service management solution that also embraces vital business and process management structures. Our product and our services are designed to meet this need.

Our Product Suite – POB

POB – Point of Business is a comprehensive set of application modules for service management and related business processes. It is an out-of-the-box product suite that comprises modules supporting the processes defined by ITIL (the Information Technology Infrastructure Library) relating to incidents, problems, configurations, changes, releases, availability and service levels. Also, POB includes modules that support the management of projects, resources, inventory, purchase and sales.

Many Modules - A Single CMDB

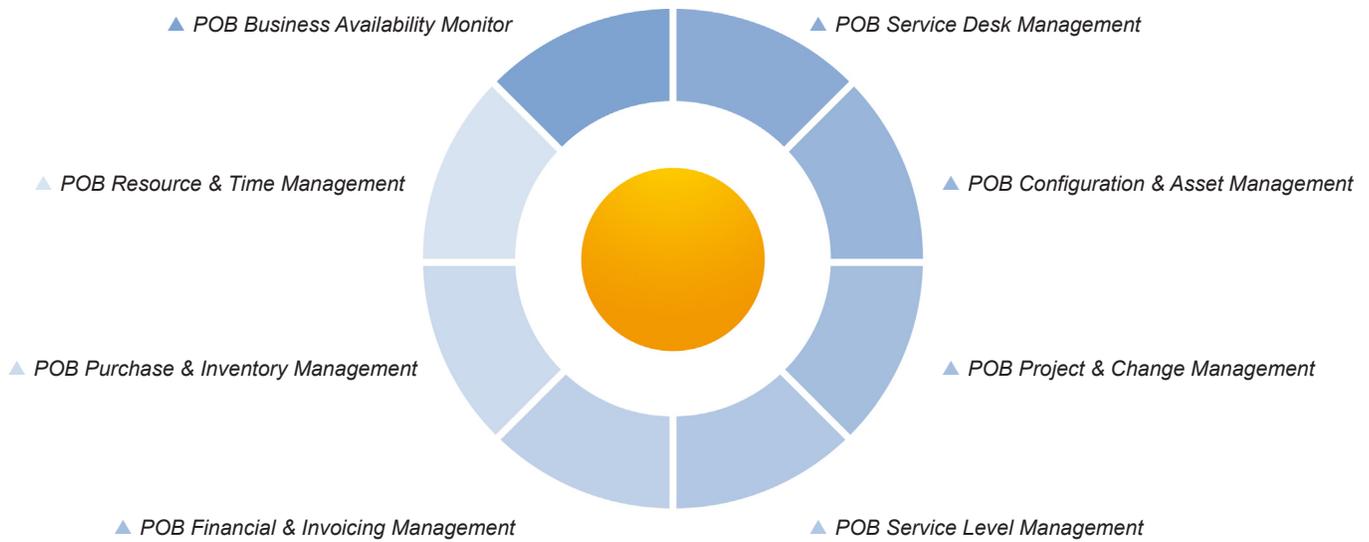
The modular concept is designed for the optimal reuse of data; once data has been entered into the central database, it can be accessed from all modules, thereby providing a single point of information. Data and information are managed by parameters and relations, in one single relational master database, ensuring reliable, consistent, and complete data. Based on this data, POB provides a full suite of ITIL-compliant modules.

Strong Focus

Wendia focuses on customer requirements and develops POB first of all to support business processes. Implementing a first class service management infrastructure requires a significant organizational effort; our customers tell us that the implementation of POB by Wendia is characterized by Speed, Flexibility and Integration.

Speed

Speed is vital in today's business environments. The whole concept of POB is developed to support changing environments, with every module having its own existence, capability,



● **POB CMDB** - the central relational database. Here data and information are managed by parameters and relations, in one single relational master database, ensuring reliable, consistent, and complete data.

and associated benefits. Speed is about both the time spent from the decision to the operation, and about implementing systems in manageable steps. It is also about systems that only need reconfiguration instead of traditional recoding when changes are needed. Finally, it is about using standards and well-known Microsoft user interfaces for quick learning and fast adaptation of the system by its users.

Flexibility

Flexibility is another key to success. POB's flexibility makes it easy to customize a solution to satisfy a customer's system and organizational requirements, and it is designed to implement future enhancements without the need for programming skills. Furthermore, it is flexible in the sense that it supports numerous technology platforms and languages. Most importantly of all, POB can easily be customized to support our customers' different requirements.

Integration

Integration is also important in today's business and IT environments. Complex environments, budget constraints, and a lack of resources and skills limitations all mean that IT and service managers must introduce increasingly advanced technologies. This has typically led to a high level of complexity and fragmentation of management responsibilities. Strong integration tools ensure the usage of information and data already collected in the organization and thereby protecting the investment already put in the existing systems. POB has a strong ability to integrate and communicate with

a wide range of networks, hardware and software platforms, database systems, system management solutions, WEB applications, WAP mobile devices, CTI telephone integration, and office management solutions. Wendia's open solution helps companies focus on only one overall system to give the best possible customer support.

Certifications

Wendia embraced ITIL from its inception. ITIL offers a standard of measurement that gives customers confidence in selecting a solution partner. Wendia continually meets each new ITIL assessment from Pink Elephant and was the first company to meet the PinkVERIFY™ assessment, becoming certified as ITIL-compatible for ITIL Version 3 in all 14 processes. Wendia is now in the process of gaining certification in 3.1 and serves as a Serview Certified Tool.

Referenceable Customers

All our customers have different needs, and yet they all use the same POB standard applications. Wendia's expertise, together with POB's flexibility, ensures a unique and individual solution for all our different customers. We have developed a loyal, 100% referenceable, customer base worldwide because we listen to our customers' needs and our software solution enables us to meet those needs.

"POB 21 is a product cast from the same mold. The individual modules are the result of Wendia's own development expertise. They are not bought and integrated from the portfolio of a third party software producer. Wendia is a software producer at eye level with us. They are open and receptive to our special requirements. All in all, the system is characterized by stability and pleasingly low operating expenses."

Uwe Benner
Service and Support Manager
Bechtle GmbH & Co.KG IT-Systemhaus

