

Ready for Growth with the Right SM Solution D-ploy GmbH implements ITSM Solution POB

Reliability, sustainability and flexibility are values that characterize POB - Point of Business as an ITIL certified Service Management Solution. They equally match Wendia's relationship with customers and partners. In D-ploy, Wendia found a partner, who shares Wendia's belief in the value of customer satisfaction, creative cooperation and mutual support. What started as a dedicated partnership has now also turned into a successful customer relationship.

***Coming together is a beginning,
Keeping together is progress,
Working together is success.
(Henry Ford)***

Swiss IT Service Provider D-ploy GmbH has been a Wendia partner and POB customer since 2008. D-ploy is located in Kaiseraugst, Switzerland.



Independent analysts have repeatedly confirmed that Wendia's IT Service Management Solution uniquely supports the ITIL V3 processes. D-ploy even believes that POB modules Service Desk Management and Configuration & Asset Management already cover 80 percent of all necessary functionalities in a modern Service Organization.

For further information:
www.wendia.com

A Strong Solution for an Effectively Growing Organization

Comprehensive expertise within the IT industry and the experience of many years have been influencing daily work for and with D-ploy's customers. For over six years D-ploy has been successful in supporting companies and IT organizations to reach their strategic goals with the help of proven standards and individual solutions.

"Over the past years D-ploy has been growing a lot. Therefore, we wanted to prepare our Service Desk Organization for future tasks and challenges with a powerful Service Management Solution.", explains Wolfgang Glasbrenner, Managing Director at D-ploy GmbH. "For us as a convinced partner it was only natural to implement Wendia's solution in our own organization as well."

Convincing Arguments: Open System with a Strong CMDB

A powerful CMDB, logically integrated modules and a smooth integration with established System Management Solutions were decisive arguments for the D-ploy team when they chose a partner and a solution for their own organization. The team was especially convinced by the graphically clear and easy mapping of changes that also comply with legal regulations of the pharmaceutical and the food industry.

Professional Project Management and Top Training

In a period of growth, the increasing number of challenges will be met with the gradual implementation of Project & Change Management, Financial Management, Service Level Management, Purchase & Inventory Management, and Resource & Time Management. In implementing the solution, the team at D-ploy feels well taken care of by Wendia: Practical training, professional project management and flexibility got the project moving in the right direction.

Reference Visitors Welcome: Competence Center with Fully Integrated Solution

Today already four midsize companies profit from POB while they are supported by D-ploy with hosting services. Moreover, Wendia and D-ploy are working closely together to realize the so-called "Competence Center" as one of their common aims: By the implementation of a fully integrated Service Management Solution, interested IT people will be given access to a unique Live Scenario.

Today, visitors of the Competence Center in Kaiseraugst have the chance to experience an integration of the ITSM Solution POB with the baramundi Management Suite for intelligent Software Distribution and the Nimsoft Monitoring Solution NimBUS. This fully integrated solution will provide visitors with a deep insight into the functionalities of Wendia's solution and its interaction with complementary systems.

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