Wendia
Making Service Management Happen

P O B
POINT OF BUSINESS

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 time to implement, and a tenth of the headache.

Beyond the Traditional Mindset

At Wendia, we see an accelerating market demand for increased service levels, higher complexity, and more efficient cost structures. This has generated 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 – 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 relating to incidents, problems, configurations, changes, releases, availability and service levels. Also, POB includes modules that support the management of projects, resources, inventory, purchase, sales, depreciation and facility management.

Many Modules - A Single CMDB

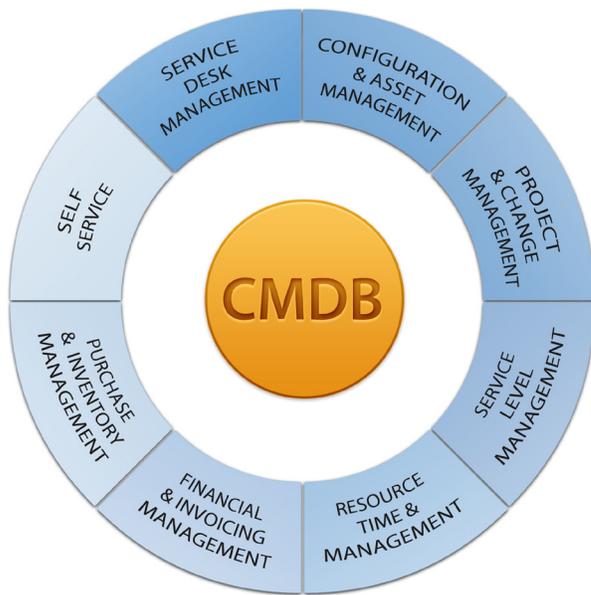The modular concept is designed for the optimal reuse of data; once data has been entered into the central database, it can be accessed from all modules, thereby providing a single point of information. Data is managed by parameters and relations, in one single relational master database, ensuring reliable,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

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, Integration and Flexibility.

Speed

The whole concept of POB is developed to support changing environments, with every module having its own existence, capability, 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

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The modular concept is designed for the optimal reuse of data entered into the ●CMDB. 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-compatible modules.

Microsoft user interfaces for quick learning and fast adaptation of the system by its users.

Integration

Complex environments, budget constraints, and a lack of resources and skills limitations all mean that IT must introduce increasingly advanced technologies. This has typically led to a high level of complexity and fragmentation. 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, and office management solutions. Wendia's open solution helps you focus on only one overall system to give the best possible support of your business processes.

Flexibility

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.

Dynamic Platform Delivery

The flexibility also shows in the way POB is delivered. Our customers can choose between a Cloud or an on-Premise platform, and even add a Hybrid solution on top of it. And if you change your mind down the road, Wendia has you covered with the Dynamic Platform Delivery™ allowing you to switch easily from one model to another.

Hybrid Solution

With POB delivered as a Hybrid solution you do not need to allocate a resource to administer the system. Whether you have POB installed in your data center, or hosted in the cloud, Wendia can take care of all administration.

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; POB was ITIL V2 certified in all 7 processes, V3 certified in all 14 processes, and was among the first to meet the PinkVERIFY™ assessment, becoming certified as ITIL-compatible for ITIL Version 3.1 in all 15 processes. Wendia's POB furthermore 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.

MEXON TECHNOLOGY

Excellence in Service Management

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PinkVERIFY™ 2011 15 PROCESSES

SERVIEW CERTIFIED TOOL

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