Wendia
POB
Configuration & Asset Management

POB
POINT OF BUSINESS

POB Configuration & Asset Management incorporates the identification, recording and reporting of IT components, including versions and relationships. Items include hardware, software and associated documentation. All system management tools can populate the multidimensional configuration database (CMDB), and POB can visually display your total configuration environment.

POB Configuration & Asset Management provides relevant information on Configuration Items that support all service management processes, allowing your organization to control valuable assets, helping financial planning, making software changes visible, reducing the use of unauthorized software and cutting costs.

Benefits to Your Organization

Today's complex IT infrastructures require proper configuration management with relevant information that allows organizations to control valuable assets, helps financial planning, makes software changes visible, reduces the use of unauthorized software and cuts costs. POB supports you in all these aspects of configuration and asset management.

Benefits to the User

POB Configuration & Asset Management (CAM) provides relevant information on Configuration Items (CI's) and their related documentation. The information supports all service management processes, and is highly relevant for support staff, configuration managers, change managers, dispatchers and others who work with company assets. Detailed information is also available to control availability, service quality and suppliers.

Configuration Management for Competitive Advantage

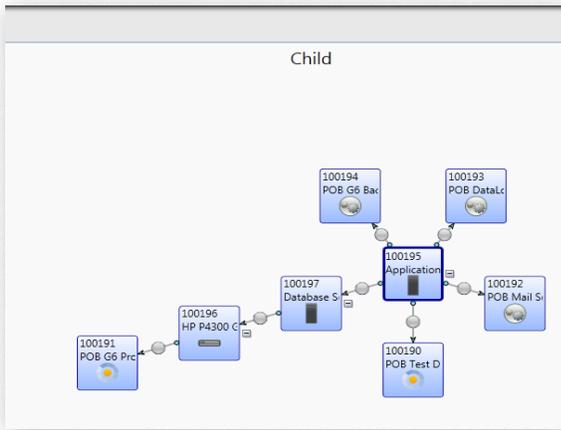Organizations need to control their IT infrastructure and services in order to be efficient and effective. POB CAM provides a logical model of your infrastructure by identifying, controlling, maintaining and verifying your existing configuration items.

Configuration Items

POB controls the CI's and detailed information about each asset and system. It controls the complete history and its connection to a specific customer, location and contract. POB allows you to:

- Classify CI's based on type and article
- Graphically configure and display your CI's
- Arrange "many-to-many" relationships between CI's
- Deliver, replace, move and update CI's
- Copy and maintain standard configurations
- Integrate to tools like MS SCCM, Zenworks, Enteo, Capa, HP Open View, Tivoli etc.

POB provides you with different tools to simplify the CMDB maintenance and keep your CMDB continually updated. This process helps reduce costs and keep the CMDB fully updated at all times, thus providing all other service management modules with accurate CMDB information.

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▲ *CAM Configuration/Hierarchy*

▲ *Configuration Item Details*

Product Management

POB supports the "many-to-many" relationships between products and customers. It controls the product history and all the detailed information relating to each product, including service prices, service level agreements, guarantees, dates, etc.

Item Management

In POB you can define all articles and models in your environment. You can specify the standard models according to your requirements and copy your model configurations into the CI configuration, including all the detailed information already defined for the article.

License Management

POB helps you to keep track of the installed base of specific assets and software products. You can follow up on license agreements and discount policies, control the number of licenses and their due dates, and manage license agreements by supplier and asset type.

Life Cycle Management

In POB you can monitor and manage the total life cycle of all CI's, and thereby control costs, service frequency and availability.

Depreciations

POB can automatically calculate the depreciation of the CI's based on a variety of different depreciation methods (such as linear and degressive, for example). Because POB already stores all details relating to CI's, the depreciation on any CI can be quickly processed and made available.

Monitoring

POB's monitor function, the POB KPI Explorer, allows you to monitor any critical process, target, performance or service level, etc. The monitor application is a main part of the service management process and it can be tailored to fit each individual user of the POB solution.

Reporting

The built-in reporting options enable you to create reports on any Key Performance Indicator, ensuring that you achieve all your business goals. With statistics and reports available online, you can continuously monitor customer satisfaction, service quality, profitability and market trends.

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Excellence in Service Management

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