

Wendia POB Hybrid



POB's service management solution can be delivered on a cloud or an on-premise platform, possibly as a hybrid solution – and you can easily switch from one delivery model to another as your business changes. With POB delivered as a hybrid service you need not allocate a resource to administer the system, Wendia does that for you – whether POB is installed in your data center or in the cloud.

Wendia delivers its innovative POB solution in the form that your business wants it; on a cloud or on-premise platform, and with or without administration services included. And should your needs change, it is easy to go from one form to the other.

With POB delivered as a hybrid service you need not worry about administering the system, as Wendia's experienced POB consultants do all the administration for you, including taking care of configurations, upgrades, patches etc.

Let us Administer your Solution

If you do not wish to administer your POB solution yourself, you can give us remote access and we will do the system administration for you.

Comprehensive Administrator Tasks

When you go for a hybrid service, Wendia will take on the system administration responsibility and ensure that the solution supports your business processes at all times. Via remote access Wendia can take care of a variety of tasks, including:

- Patching of POB
- Upgrading of POB
- Maintenance of Active Directory mappings
- Maintenance of mail templates
- Creation of mail templates
- Maintenance of dataloads
- Maintenance of CI types
- Adding of CI types
- Maintenance of reports and KPI explorers
- Creation of reports and KPI explorers
- Maintenance of POB test environment (if a such is set up) to the same level as production environment. Changes must be tested and approved before taken into production

- Maintenance of data necessary for the use of POB (e.g. maintenance of triggers)
- Maintenance and adding of content in lists
- Maintenance of categories and prompts
- Creation of categories and prompts
- Lay-out changes

Clearly Defined Areas of Responsibility

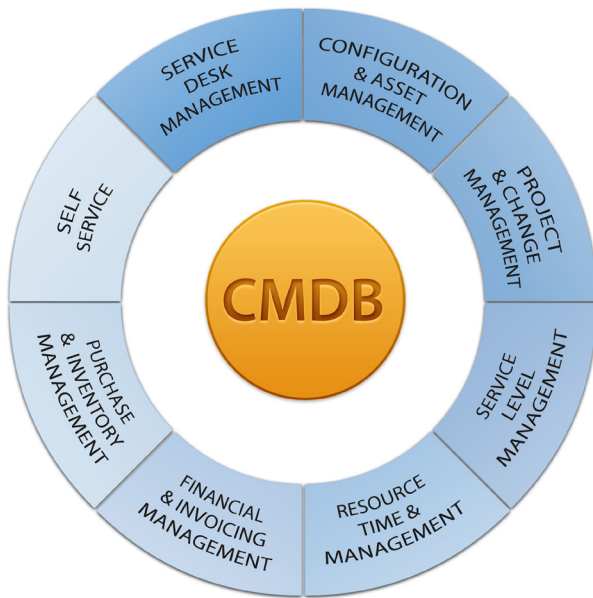
Before we begin, it will clearly be defined which tasks Wendia do, and which tasks you will be responsible for doing.

See example of "who does what" on the back page.

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, ensure a unique and individual solution for all our different customers.

We have developed a loyal and hundred-percent referenceable customer base worldwide because we listen to our customers' needs and our software solution and our hybrid offering enable us to meet those needs.



Do you want to make the most of your POB solution without having to have a dedicated POB administrator on board to administer the solution, then POB Hybrid may be just the thing for you.

With our hybrid offering our experienced POB consultants do all the administration of your POB solution, including taking care of configurations, upgrades, patches etc.

Example of "Who does What"

Tasks	Wendia resp.	Customer resp.
Operating System systems administration		
• Application of Windows maintenance patches		✓
• Windows release and version upgrades		✓
• Performance monitoring	✓	✓
Database (SQL Server) systems administration		
• Application of SQL maintenance patches		✓
• SQL release and version upgrades		✓
• Performance monitoring	✓	✓
Web system administration		
• Installation, configuration, and mainten. of web services	✓	
• Hardware load balancer (if required)		✓
Antivirus software		✓
.NET framework		✓
POB system administration		
• Changing mail templates	✓	✓
• Patches, config., troubleshoot, mainten. of master data	✓	
Reports		
• Maintenance of KPI explorers	✓	
Backups		
• Application of backup software maintenance patches		✓
• Release and version upgrades for backup software		✓
• Execution and monitoring of all system and data backups		✓
• Supporting customer backup function	✓	
Tracking of POB incidents		
• Application of POB maintenance patches	✓	
Interfaces between POB and customer systems		
• Maintenance of Active Directory mappings	✓	
Implement. and mainten. of remote access for Wendia		✓



Excellence in Service Management

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