Wendia
POB
Infrastructure

POB – Point of Business – is a complete set of application modules for managing business processes in your service organization. Built from the ground up with performance and scalability in mind, it is based on a cross-platform architecture that can scale the limits of your IT infrastructure.

Customers have aligned with Wendia over the years because our core technology allows for greater speed, flexibility, and integration. Beyond the technology, they sense our passion for service management and our genuine commitment to customer service. We have earned their trust by delivering on our promise to first understand their needs as completely as possible, and then provide solutions proven effective over many years with a variety of enterprise customers.

Usability

The POB infrastructure can be accessed from a wide range of devices. The intuitive interface makes it easy for system administrators to monitor and maintain the POB platform and allows process changes to occur during business hours without affecting your production environment. POB places great emphasis on the customer interface within the service management architecture.

Flexibility

POB's flexibility makes it easy to customize your solution and satisfy your organizational requirements. You can implement future enhancements without programming skills. POB is based on the latest development environment from Microsoft, using the .Net framework including WPF, WCF, asp.net etc.

Integration

POB provides a software solution that integrates easily and strengthens the working environment of your organization. Seamless integration with existing corporate systems and third-party products such as financial systems, monitoring systems, scanning and deployment systems, e-mail etc. makes it easy to use and ensures end-user productivity.

The Solution You Need

When your company can produce and deliver your products and services on time, to the right quality and at the right costs, your business can compete more effectively. Your IT systems are crucial in accomplishing this. The POB Infrastructure helps you to deliver productive systems and services while our consultants and developers provide the support you need.

Business Challenge

Automating and managing business processes can only be as effective as the platform responsible for keeping your critical processes up and running. Your business processes are critical to your company's success, so you must ensure they are automated on a proven, high-performance platform. The scalable POB ITSM (IT service management) platform was designed to successfully manage thousands of concurrent users, while at the same time providing cross-platform support to fit into your IT infrastructure. In addition, the POB ITSM platform is easy to maintain, upgrade, and

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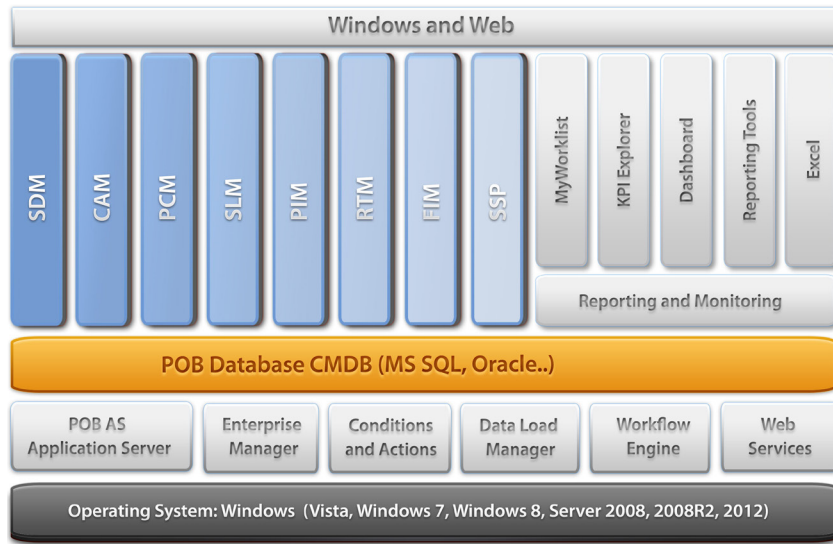
POB
POINT OF BUSINESS

A flexible modular service
management solution
- with one comprehensive CMDB

- Service Desk Management
- Configuration & Asset Management
- Project & Change Management
- Service Level Management
- Purchase & Inventory Management
- Resource & Time Management
- Financial & Invoicing Management
- Self Service

enhance so it can adapt to fit the needs and requirements of the business.

Infrastructure Basics

The POB Infrastructure has been created with five core principles in mind:
1. High Availability
2. Process automation based on ITIL best practices
3. Lower total cost of ownership
4. Return on investment – both financial and operational
5. Flexibility and scalability – you can adapt our product to match the changing needs within your business.

User Interfaces

The POB solution supports several user interfaces including Windows, Web and Mobile interface clients. Using these solutions, employees can respond to any support issues remotely from any HTML wireless device (Mobile interface or smart phone). They can send and receive assignments and updates wherever they are. Any task can be downloaded and simply synchronized with the main system.

Monitoring

POB has a built-in monitor solution, the POB KPI Explorer, which allows for monitoring any critical process, targets, key performance indicators or service levels, etc. The monitor application is a vital part of the service management process.

Additionally, POB includes a Dashboard solution that offers an extensive library of chart types to provide a suberb visualization of data.

The Dashboard applications can run completely independently of the POB system.

Reporting

The built-in reporting options enable you to create reports on any key performance indicator, ensuring you achieve all your business goals.

With statistics and reports available online, you can continuously monitor customer satisfaction, service quality, profitability, and market trends.

You can also integrate your own reports developed in market leading tools like Crystal Reports or Microsoft Reporting Services, and execute them within POB.

MEXON
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Excellence in Service Management

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