



Wendia POB Desktop Management



POB's easy integration to desktop management systems includes the option of integrating to remote access systems and desktop management systems, such as MS SCCM, Netop, Snow, Capalnstaller, Enteo, Zenworks etc. This convenient type of integration enables you to manage, identify and maintain the inventory on clients and servers, combining the information in the integrated system with the total configuration and information in POB. It also allows remote access to remote devices.

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 telephone integration, and office management solutions. Wendia's open solution helps companies focus on only one overall system to give the best possible customer support.

Benefits to Your Organization

The integration between POB and desktop management systems guarantees your organization relevant quality configuration information. With POB's integration to a remote access system, your organization can optimize resources since remote access is quicker and easier, thereby saving service desk personnel and others time and resources.

Benefits to the User

The integration to desktop management systems provides your IT professionals with easy access to automatically updated and detailed information on your IT environment. With POB's integration to a remote access system, service desk personnel have the advantage of being able to work remotely on other computers – all from within their own POB system.

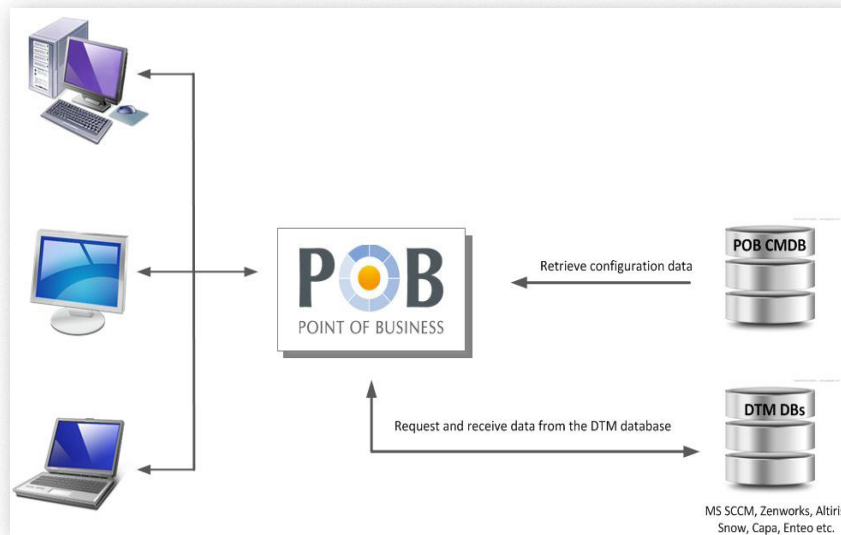
Integration for Competitive Advantage

As the IT business processes become more complex and geographically dispersed, organizations face a growing need for effective systems to support their network environments. POB can fully integrate to remote access

systems and desktop management systems to provide updated and transparent information on your entire IT environment.

POB's Integration to Desktop Management Systems

POB Configuration & Asset Management provides a graphical picture of your environment, including WAN's, LAN's, mainframes, servers, clients, nets, etc. The inventory information in a desktop management system completes the picture by providing automatically updated information from the highest to lowest component level. Using the integration between a desktop management system and POB, POB Configuration will automatically be supplemented with relevant information in the integrated system, thereby securing quality and factual configuration information. When using POB Configuration to show your total environment, you can automatically view the actual inventory and system information from the desktop management system - in the same system.



POB's Integration to Remote Access Systems

Users have the advantage of accessing another Configuration Item (CI) while still working in POB via POB's integration to a RAS - without needing to work in different applications at the same time. Users can open new applications from within POB and access other screens, keyboards, mice, etc., through the CI Id, and control them remotely - all in one system.

Integration - A Supplement to POB Configuration Management

POB controls the CI configuration and the detailed information about each asset. It also controls the complete history and its connection to a particular customer and location. POB Configuration Management is a powerful tool to manage your IT environment, while the integration to a desktop management system that allows remote access, such as MS SCCM, further supplements POB. It can be a naturally integrated part of your solution that allows you to:

- Scan PC's and servers for new or updated inventory
- Link assets in POB to inventory in the integrated system
- View the total inventory of the integrated system from POB
- Manage the differences between POB and the integrated system
- Distribute and install software on individual PCs and servers at remote sites
- Remotely control screens, keyboards, etc., from your POB system
- View all information in the integrated system's database from POB

Monitoring

POB's monitor function, the POB KPI Explorer, allows you to monitor any critical process, target, performance, or service level. The monitor application is a central 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 you achieve all your business goals. With statistics and reports available online, you can continuously monitor customer satisfaction, service quality, profitability and market trends. With the integration to a desktop management system, you can furthermore:

- Create reports on extended asset and configuration management
- Create cross reference reports covering POB and the desktop management system



Excellence in Service Management

Netherlands
Plesmanstraat 2
3833 LA Leusden
T +31 33 4321700
www.mexontechnology.nl

Belgium
Leuvensesteenweg 392B
1932 Sint-Stevens-Woluwe
T +32 2 725 16 44
www.mexontechnology.be

France
Immeuble Technologies
84/88 bd de la Mission Marchand
92411 Courbevoie Cedex
T +33 1 49 04 71 71
www.mexontechnology.fr

Contact us at:
sales@mexontechnology.com

Visit our website at:
www.mexontechnology.com

