Wendia
Integration to third-party products

POB
POINT OF BUSINESS

While it is unlikely that one company will ever supply every software solution, Wendia is the best of breed in IT Service Management and is ever aware of the need to connect with existing and developing solutions.

Using POB with other tools secures easy access to information, and reuse of valuable data, thereby strengthening the flow of information throughout the organization.

Benefits to Your Organization

The easy access to relevant information, and the reuse of valuable data, save resources throughout the organization. With POB's open platform you can keep and still use all your existing tools; POB will not prohibit acquiring new tools, either. The easy access to all valid information in the organization also makes it easier for management to see an overview of the business.

Benefits to the User

The easy integration to third-party systems opens up a myriad of accessible information. All from within one system, the user has access to all the information needed to perform. He will know about the IT environment, have the ability to work remote on other computers, be able to generate reports and view dashboards, get info from phone systems etc.

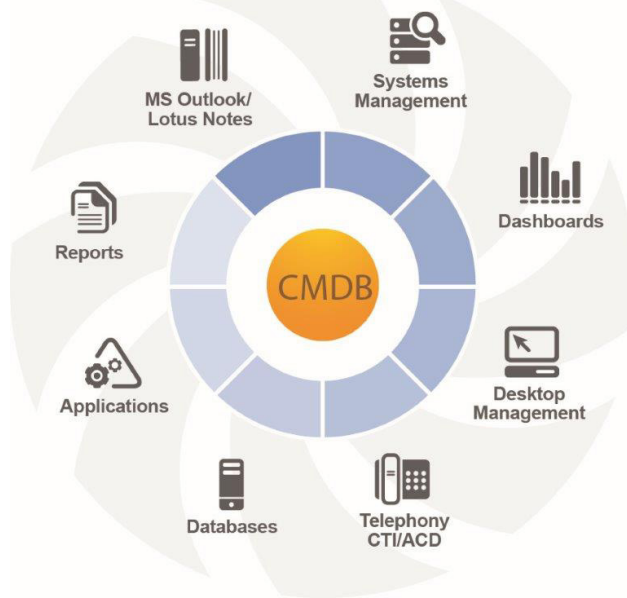### Integrations to Connect all Systems

POB offers robust integrations, and has a general interface to most commonly used systems, including remote access systems, system management and desktop management tools.

System Management Tools

POB has a general interface to system management tools, enabling communication between the tool and the POB database. Incidents in POB originating from the service management tool will be monitored by the tool so that alarms can be turned off, if and when the incident has been solved by POB. Likewise, the tool will update POB if the alarm is closed by the tool itself.

Desktop Management Systems

The POB Configuration & Asset Management provides a graphical picture of your environment, including WAN's, LAN's, mainframes, servers, clients, nets, etc. Using the integration between a desktop management (DTM) tool and POB, the POB Configuration will automatically supplement with relevant information in the integrated system, thereby securing factual and quality configuration information. When using POB Configuration to show your total environment, you can automatically view the actual inventory and system information from the DTM tool - in the same system.

Remote Access Systems

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 DTM system allows remote access and further supplements POB. With just a click of the mouse, POB can start the RAS system and pass the required information in order to take control over the remote computer.

ERP and Finance Systems

POB's efficient integration to any ERP (Enterprise Resource Planning) or other Finance system facilitates invoicing of services rendered.

Software Deployment

Integration to software deployment tools is based on the standard shortcut functionality in POB, and its capacity to execute external programs/scripts, combined with POB WEB Services and/or scheduled data loads.

Mail and Calendar

POB Inbound and Outbound mail supports Microsoft Outlook, Lotus Notes and SMTP/POP3. There is a complete two-way synchronization of tasks and appointments between POB and both MS Outlook and Lotus Notes.

Data Synchronization

Data can be loaded into POB from external data sources, both on a scheduled timeframe and manually started. POB supports all file formats accessible by OleDB/ADO or CSV files (comma separated files). You can also use the POB web services framework to update the POB CMDB directly.

CTI Systems (Computer Telephony Integration)

With the integration to a CTI system, all information regarding a caller contacting the service desk can automatically be entered into a case, saving time for the service desk personnel. POB has a general interface that all major CTI systems can connect to.

Reports and Dashboards

The built-in reporting functionalities 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.

POB uses both Microsoft Reporting and Crystal Reports as its report generation tools. The POB standard reports can be executed with no additional procurement of third-party software, since the runtime is bundled together with POB.

The POB Dashboard module offers an extensive library of chart types to provide a superb visualization of data.

Web Services Framework

POB comes with a complete web services framework that is used for exchange of data with external systems. Using web services, external systems can both retrieve and maintain information in the POB CMDB.