

USERGoup 2016

The future is now!
Il nuovo volto di EriZone

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Trento, 20 ottobre 2016

WÜRTHPHOENIX
EriZone

Powered by  OTRS



Soluzione software per la gestione delle attività di Service Desk e ticketing



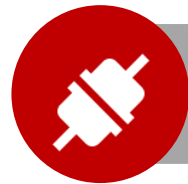
Sviluppa e gestisce i processi per i servizi erogati a clienti e utenti, seguendo le linee guida fornite dall'IT Infrastructure Library (ITIL)



Gestisce efficientemente le richieste di assistenza da parte degli utenti








Aperto all'integrazione con altri strumenti di monitoraggio



Aperto all'integrazione con sistemi esterni quali ERP e CRM

IT-SERVICE MANAGEMENT

-  Incident Management
-  Request Fulfillment
-  Problem Management
-  Change Management
-  Event Management
-  Release Management

-  Service Catalogue Management
-  Service Level Management
-  Knowledge Management
-  Access Management
-  Service Asset and Configuration Management
-  ...

Il catalogo dei servizi come *core* della soluzione



Le novità in EriZone 3



Applicazione del “metodo scientifico” in EriZone



WÜRTHPHOENIX
NetEye



v. 3.6

MAJOR FEATURES (now available)

- ✓ CMDB ready (finally! 😊)
- ✓ Service By Roles: Service Owner, Service Manager and Service Watcher
- ✓ Automatic split from process tickets
- ✓ Service Catalogue Translation on Customer Portal
- ✓ Access Management: Activity sequence (i.e. for Active Directory User Creation)
- ✓ Add Queue selection to DataWarehouse cubes
- ✓ NetEye Asset Management SIM Card interface

Change Evaluation
Budget

Atlassian JIRA
synchronous
interface

Public Process
Approval

Process
Management editor

New Ticket from
Service and
Categories

Dashboard for
parent tickets with
closed children

Minimum time
between incidents

Data propagation
among tickets

DB2 Customer data
Interface

Many new process
transition actions

Automatic creation
for unknown
customer by email

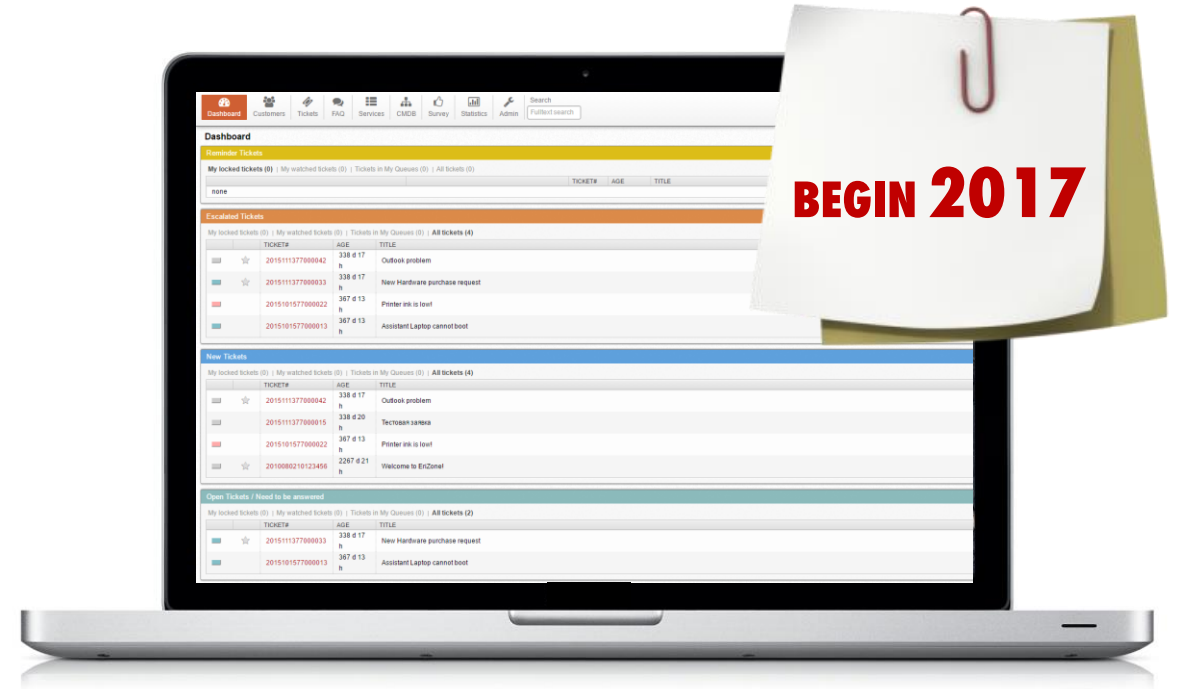
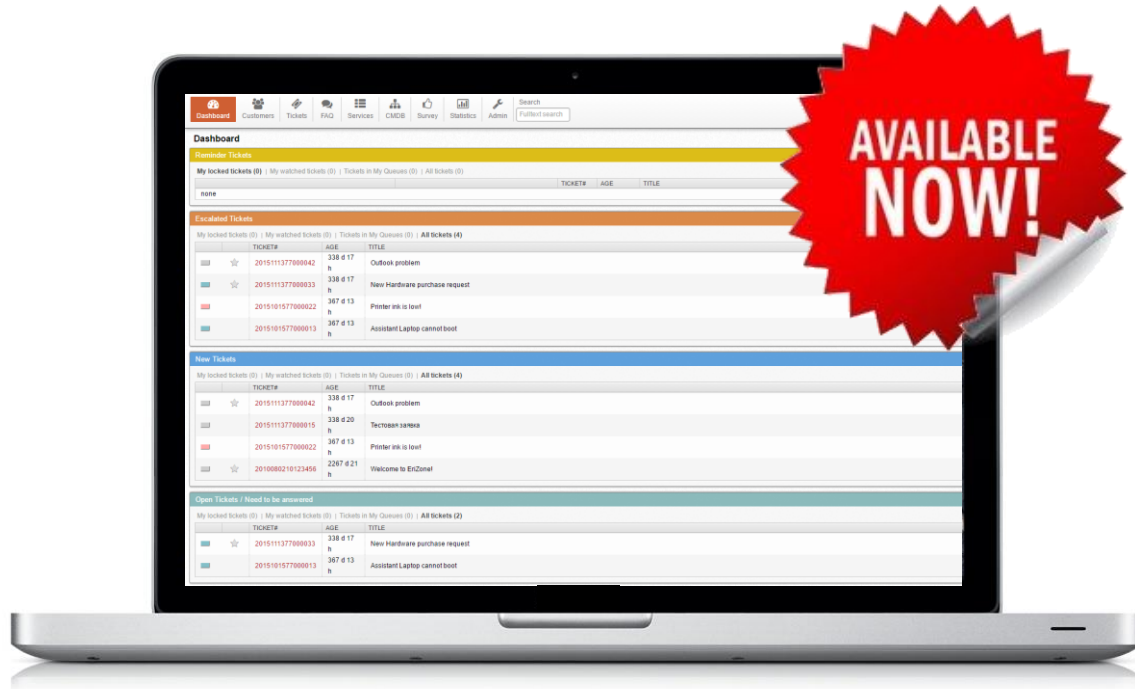
Bug fixing

**I prossimi passi
di EriZone 3**



Continuous integration 3.6_de
(Funzionalità nate da esigenze di progetto)

Final freeze – Release 3.6



**Siamo lieti di
presentarvi...**

EriZone 5.0



WÜRTHPHOENIX
EriZone

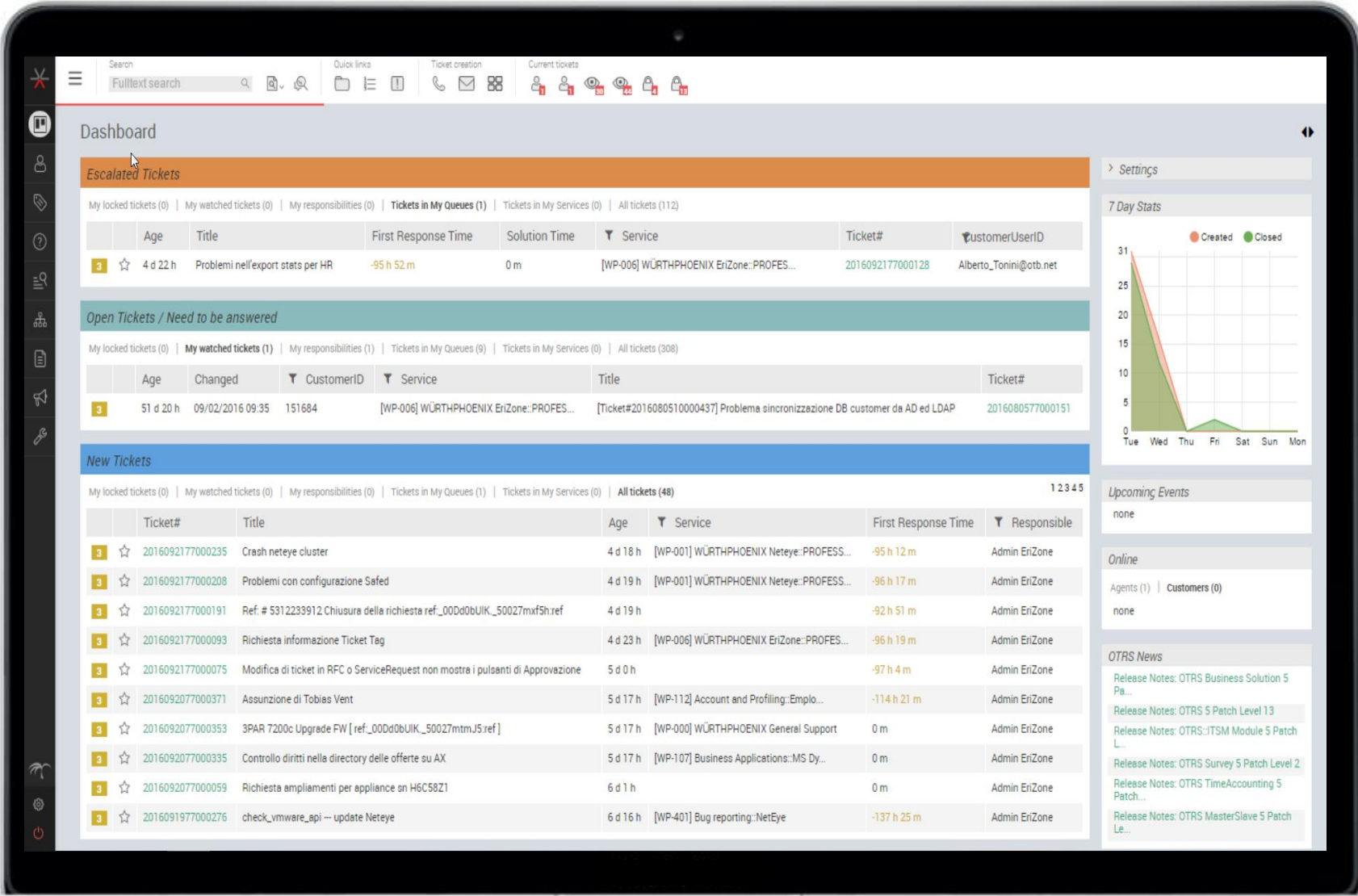
Sign in

Pablo Picasso|

.....

Login

[Forgot password?](#)



Dashboard

Escalated Tickets

My locked tickets (0) | My watched tickets (0) | My responsibilities (0) | **Tickets in My Queues (1)** | Tickets in My Services (0) | All tickets (112)

	Age	Title	First Response Time	Solution Time	Service	Ticket#	CustomerUserID
3	4 d 22 h	Problemi nell'export stats per HR	-95 h 52 m	0 m	[WP-006] WÜRTHPHOENIX EriZone::PROFES...	2016092177000128	Alberto_Tonini@otb.net

Open Tickets / Need to be answered

My locked tickets (0) | **My watched tickets (1)** | My responsibilities (1) | Tickets in My Queues (9) | Tickets in My Services (0) | All tickets (308)

	Age	Changed	CustomerID	Service	Title	Ticket#
3	51 d 20 h	09/02/2016 09:35	151684	[WP-006] WÜRTHPHOENIX EriZone::PROFES...	[Ticket#2016080510000437] Problema sincronizzazione DB customer da AD ed LDAP	2016080577000151

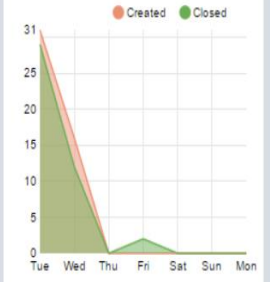
New Tickets

My locked tickets (0) | My watched tickets (0) | My responsibilities (0) | Tickets in My Queues (1) | Tickets in My Services (0) | **All tickets (48)** 1 2 3 4 5

	Ticket#	Title	Age	Service	First Response Time	Responsible
3	2016092177000235	Crash neteye cluster	4 d 18 h	[WP-001] WÜRTHPHOENIX Neteye::PROFESS...	-95 h 12 m	Admin EriZone
3	2016092177000208	Problemi con configurazione Safed	4 d 19 h	[WP-001] WÜRTHPHOENIX Neteye::PROFESS...	-96 h 17 m	Admin EriZone
3	2016092177000191	Ref. # 5312233912 Chiusura della richiesta ref_00Dd0bUIK_50027mxf5h.ref	4 d 19 h		-92 h 51 m	Admin EriZone
3	2016092177000093	Richiesta informazione Ticket Tag	4 d 23 h	[WP-006] WÜRTHPHOENIX EriZone::PROFES...	-96 h 19 m	Admin EriZone
3	2016092177000075	Modifica di ticket in RFC o ServiceRequest non mostra i pulsanti di Approvazione	5 d 0 h		-97 h 4 m	Admin EriZone
3	2016092077000371	Assunzione di Tobias Vent	5 d 17 h	[WP-112] Account and Profiling::Emplo...	-114 h 21 m	Admin EriZone
3	2016092077000353	3PAR 7200c Upgrade FW [ref_00Dd0bUIK_50027mtmJS.ref]	5 d 17 h	[WP-000] WÜRTHPHOENIX General Support	0 m	Admin EriZone
3	2016092077000335	Controllo diritti nella directory delle offerte su AX	5 d 17 h	[WP-107] Business Applications::MS Dy...	0 m	Admin EriZone
3	2016092077000059	Richiesta ampliamenti per appliance sn H6C58Z1	6 d 1 h		0 m	Admin EriZone
3	2016091977000276	check_vmware_api --- update Neteye	6 d 16 h	[WP-401] Bug reporting::NetEye	-137 h 25 m	Admin EriZone

Settings

7 Day Stats



Upcoming Events

none

Online

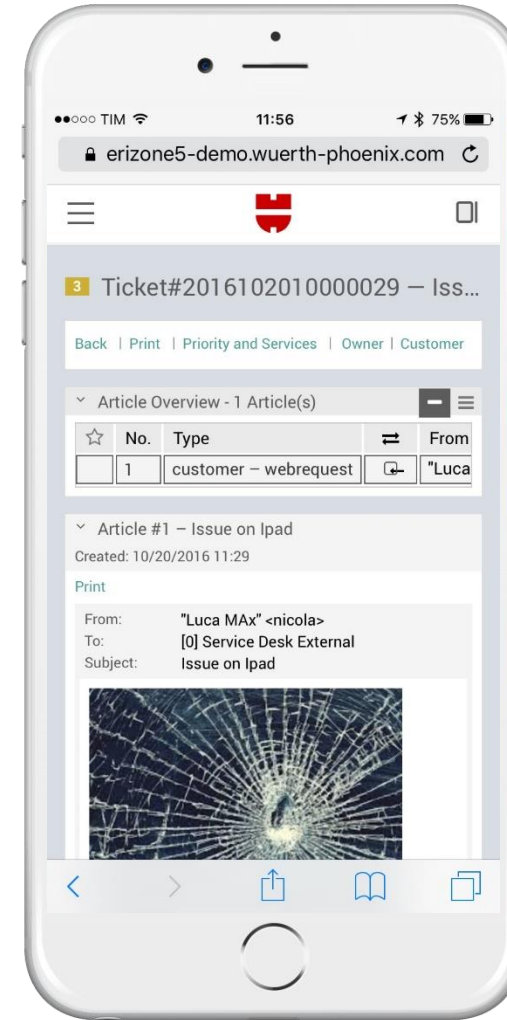
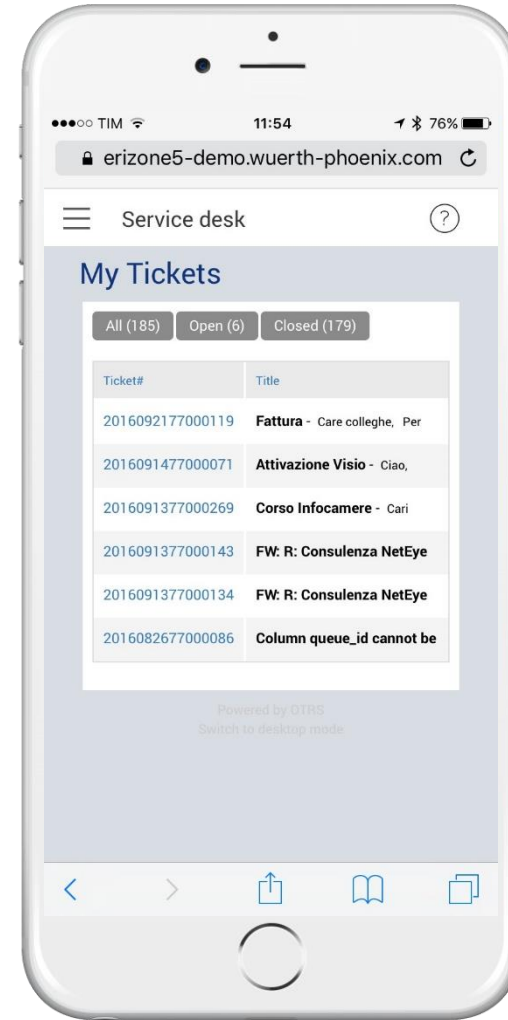
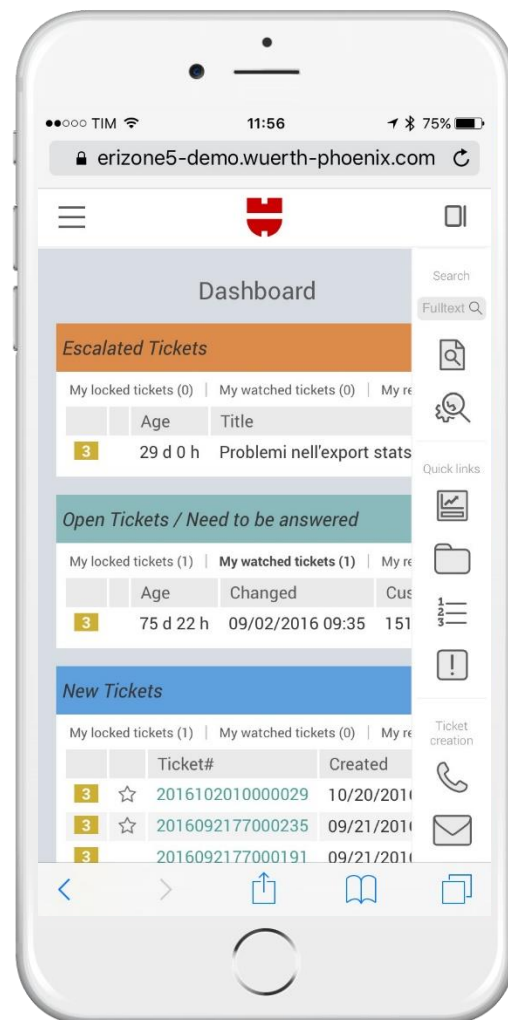
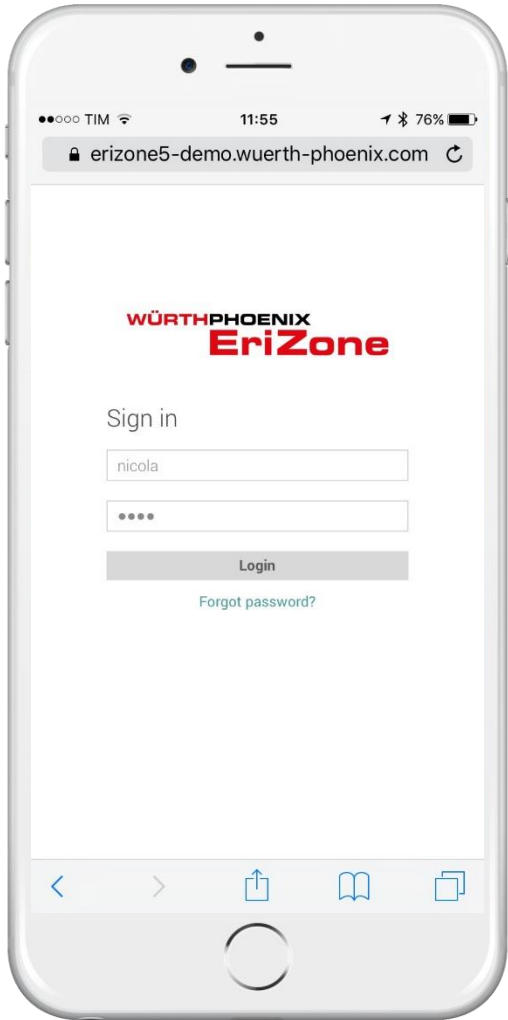
Agents (1) | Customers (0)

none

OTRS News

- Release Notes: OTRS Business Solution 5 Pa...
- Release Notes: OTRS 5 Patch Level 13
- Release Notes: OTRS::ITSM Module 5 Patch L...
- Release Notes: OTRS Survey 5 Patch Level 2
- Release Notes: OTRS TimeAccounting 5 Patch...
- Release Notes: OTRS MasterSlave 5 Patch Le...

Una nuova touch experience





Produttività e compatibilità



Scalabilità e performance



Sicurezza



Integrabilità



Accessibilità

I vantaggi ottenibili tramite l'implementazione di EriZone

Unico punto di
contatto con il
cliente

Corretta
distribuzione del
carico di lavoro

Riduzione costi e
accentramento della
conoscenza

Target chiari ed
allineati con il
business

Controllo e
coordinamento

Ripristino di
operazioni e servizi
con il minimo
impatto con il
rispetto di SLA

Semplicità ed
efficacia nella
comunicazione

Priorizzazione
allineata con le
esigenze del
Business

EriZone 5.0
Experience Preview



Grazie!

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