NetEye User Group 2023

21.09.2023
Romantik Hotel
Stein bei Nürnberg

From Good to Great: GLPI's Latest Enhancements in Asset Management and Ticketing

Achieving ITIL Compliance with Unified Monitoring Synergy

GLPI by teclib'

Agenda

- Teclib - official editor of GLPI.
- Collaboration - Community - Open source.
- GLPI: 20 years of success!
- GLPI magic: all features on one platform.
- New: work in progress,
- Integration with Unified Monitoring solutions.

GLPI by teclib'

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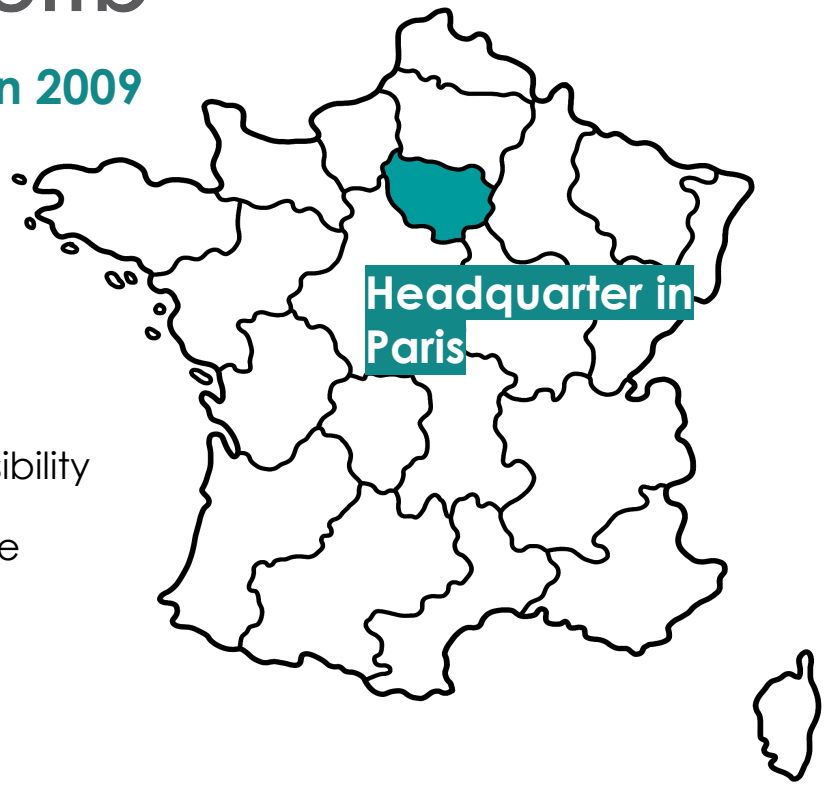
Teclib - official editor of GLPI (100% open source software).

teclib'

Founded in 2009



Values:

Community

Eco-responsibility

Open source

500+
corporate customers

50+
partners in the world

11 millions users
in **186** countries

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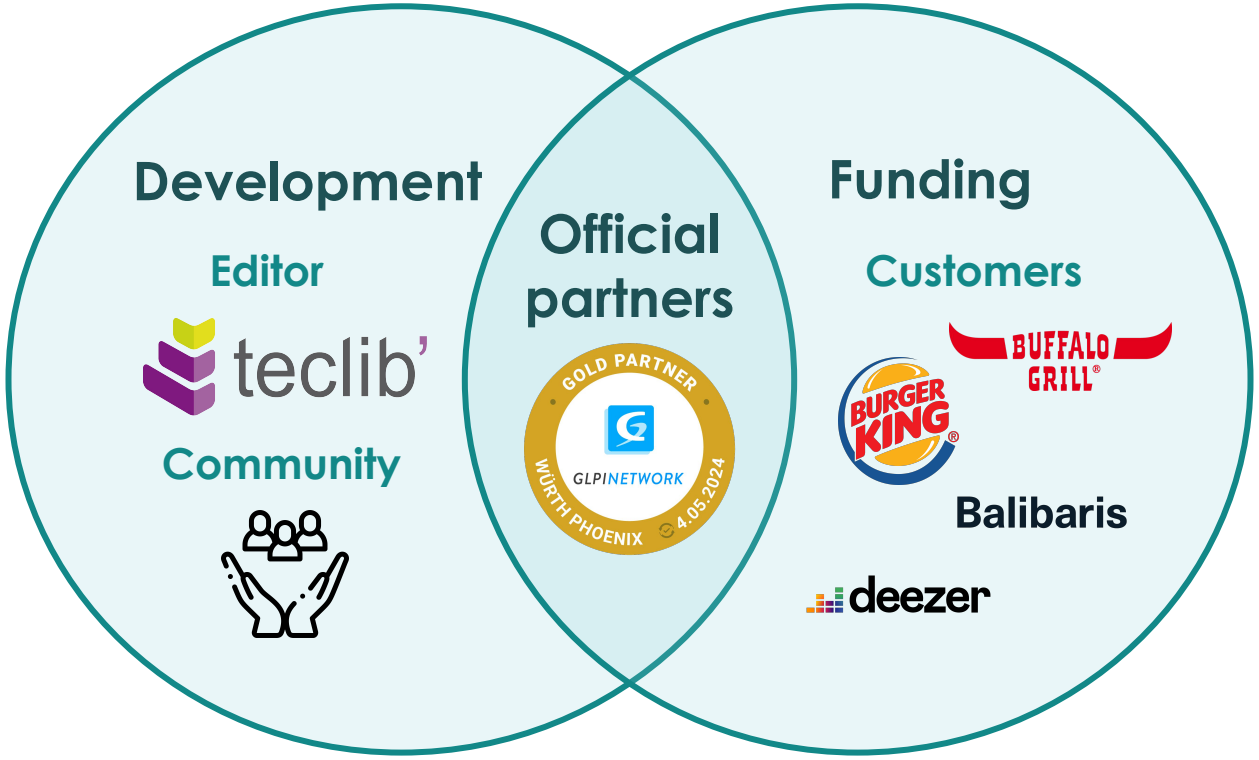
Collaboration - Community - Open source

How **Teclib´** makes open source product thrive: **our philosophy**



Professional solutions

SaaS Cloud offer

GLPINETWORK CLOUD by teclib'

On-premise support & guarantee

GLPINETWORK

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Partnership Teclib´ – Würth Phoenix

Customer Support Service

- ✔ SPOC (Single point of contact) for
  - ✔ Support Cases
  - ✔ Bug Fixes
  - ✔ Knowledge Management

Delivery - Consultancy

- ✔ Delivery is support by Teclib
- ✔ Knowledge and exchange of experience between teams

R&D

- ✔ Smother integration up to date releases with last security and bug fixes
- ✔ DevSecOps – Security Assessments collaboration to improve security
- ✔ Innovation

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GLPI - 20 years of success!

2003 — Created by **INDEPNET**

2006 — **Open Source Award Computer prize** in the security section > Cooper

2007 — **Multi-entity functionality** in version 0.70

2008 — Start of the **partner network**

2010 — Beginning of **ITIL compatibility** with version 0.78

2012 — **1 million downloads**

2015 — **Teclib'** becomes **official editor** of GLPI

2020 — Launch of **GLPI Network Cloud**

2023 — **GLPI celebrates 20 years!**

GLPI (Gestionnaire Libre de Parc Informatique) translates as **"Free IT Asset Management"** in English was born in France.

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GLPI today

GLPI is a **100% free and open source** software developed by **Teclib'** for management of IT and related workflows.

11 millions users in **186** countries

47 languages supported (by community)

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GLPI magic: all features on one platform!

CMBD

Manage **hardware, software and data centers.** Link Asset inventory to Helpdesk and get 360° control of your IT and business infrastructure.

Helpdesk

Organize your support easily with GLPI: manage incidents/requests, create forms, define SLAs, **deliver the best experience** to your customers.

Financial Management

Track your **expenses, contracts and suppliers,** create new inventory objects, manage user database and make reports.

Administration

Take control over users: define entities, create profiles and restrict access to information. With GLPI rules, you can **define roles of each member** of directory and setup workflow for Helpdesk and Inventory.

Project Management

Manage projects with GLPI: assign tasks, add collaborators, set up deadlines. Create reports and **explore Kanban boards** to organize your team!

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CMDB

Manage **hardware, software and data centers.** Link Asset inventory to Helpdesk and get 360° control of your IT and business infrastructure.

- **Hardware**
- **SIM cards**
- **Data centers**
- **Dashboards**
- **Software**
- **Impact & relationship**

Helpdesk

Organize your support easily with GLPI: manage incidents/requests, create forms, define SLAs, deliver the best experience to your customers.

- **Tickets**
- **Statistics**
- **Forms**
- **Recurrent tickets**
- **Problems**
- **Changes**

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Administration

Take control over users: define entities, create profiles and restrict access to information. With GLPI rules you can **define roles of each member** of directory and setup workflow for Helpdesk and Inventory.

- GLPI rules
- Profiles
- Entities
- Log history
- Access & restrictions
- Groups

Configuration

Customize GLPI: explore setup features to add logo of your brands, select the palette of colors and configure plugins. In this section you can also **manage SLAs and notifications.**

- SLA
- Authentication
- GLPI branding
- Plugins
- Dropdowns
- Notifications

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Financial Management

Discover the full potential of GLPI: track your **expenses, contracts and suppliers**, create new inventory objects, manage user database and make reports.

- **Management**
- **Administration**
- **Suppliers**
- **Contacts**
- **Contracts**
- **Budget**

Project Management

Manage projects with GLPI: assign tasks, add collaborators, set up deadlines. Create reports and explore Kanban boards to organize your team!

- **Kanban board**
- **Tasks**
- **Timeline**
- **Reminders**
- **Reports**

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NEW: already implemented & in progress!

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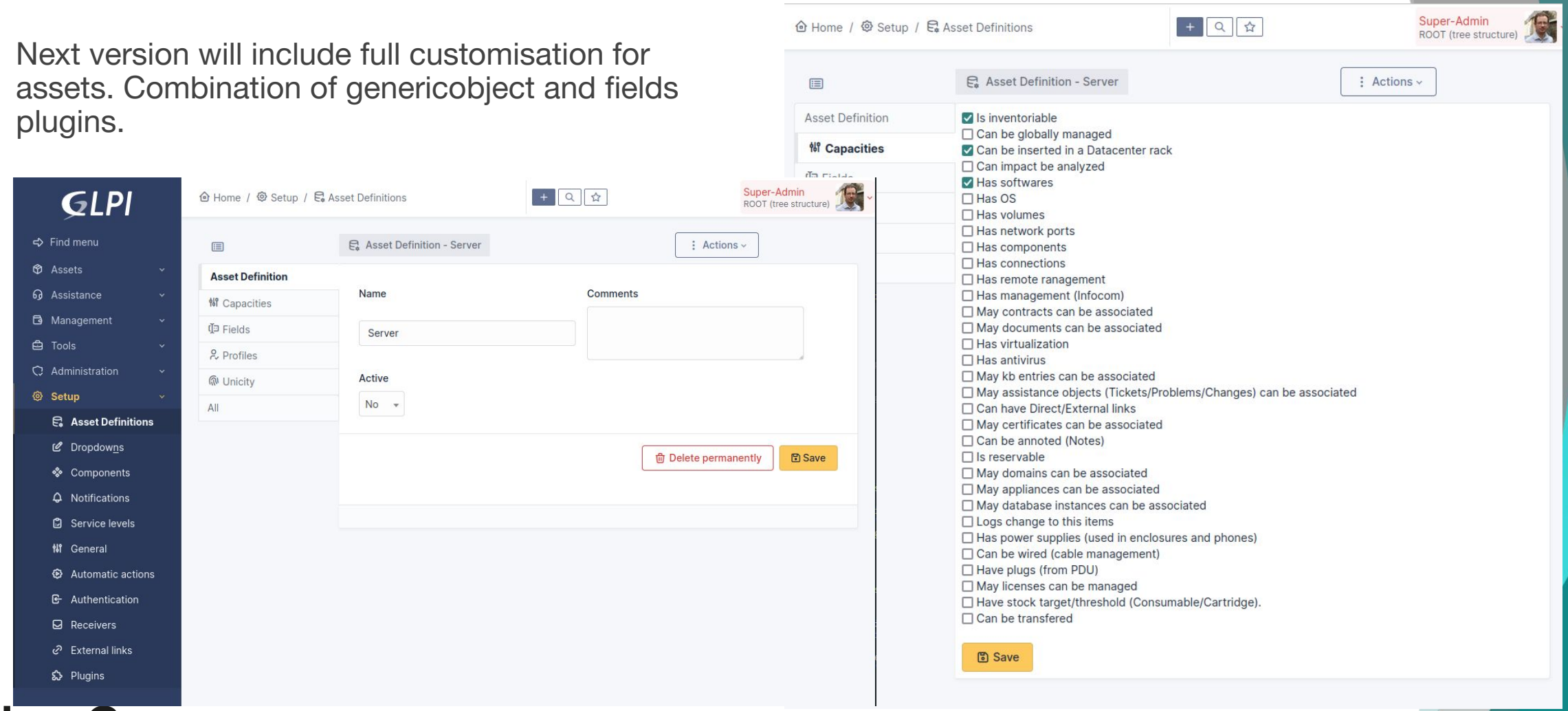
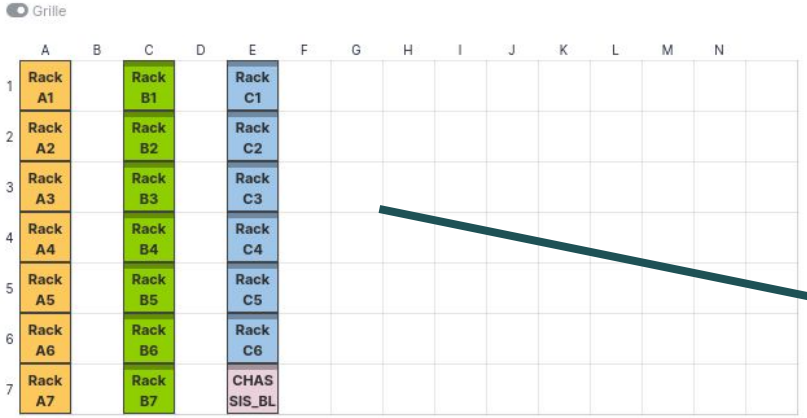
CMDB - Genericity (upcoming)

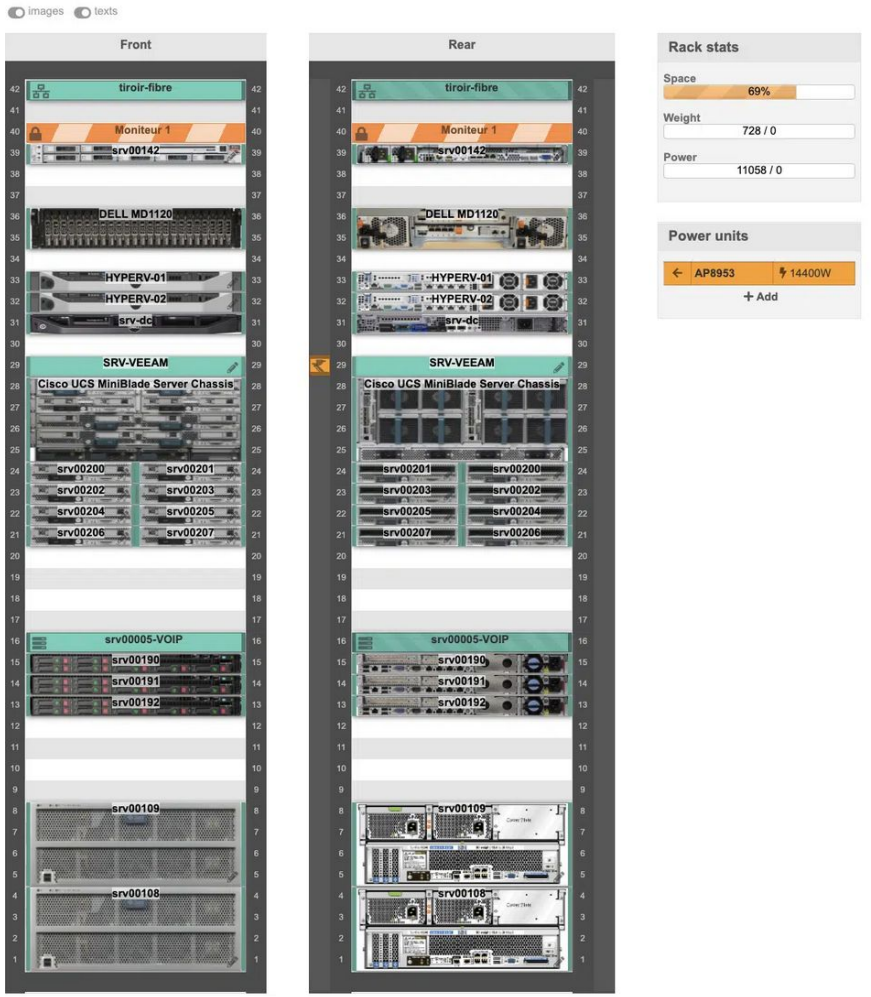
Next version will include full customisation for assets. Combination of genericobject and fields plugins.



DCIM - current

Manage datacenter rooms and racks





www.glpi-network.cloud

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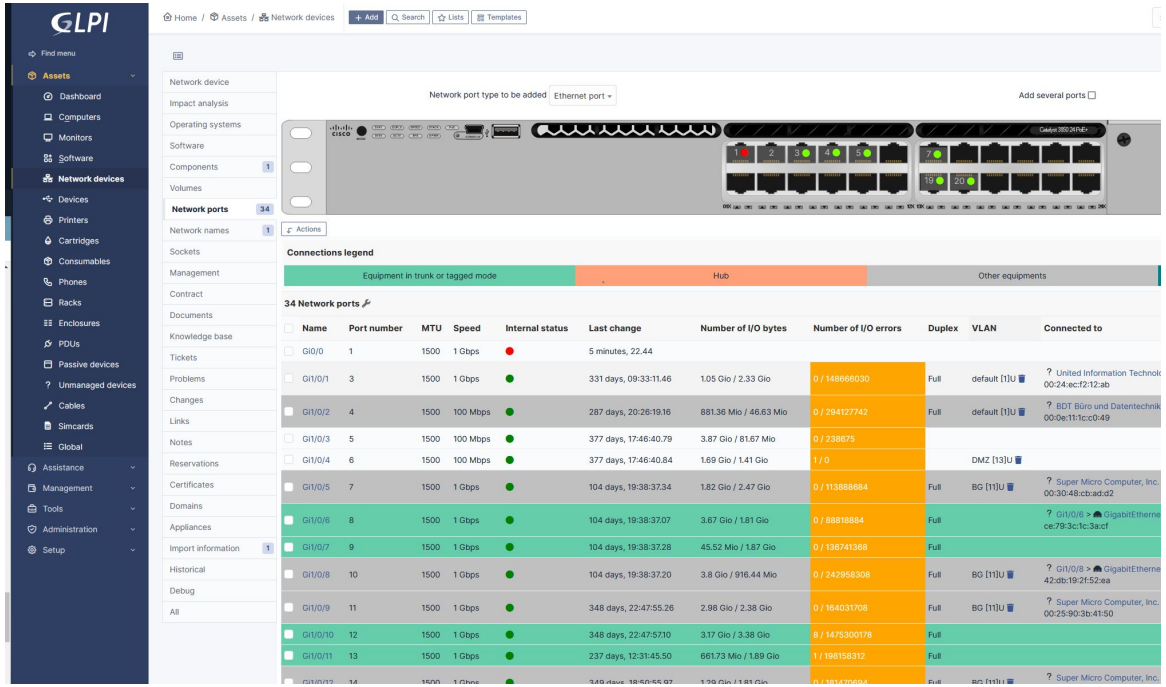
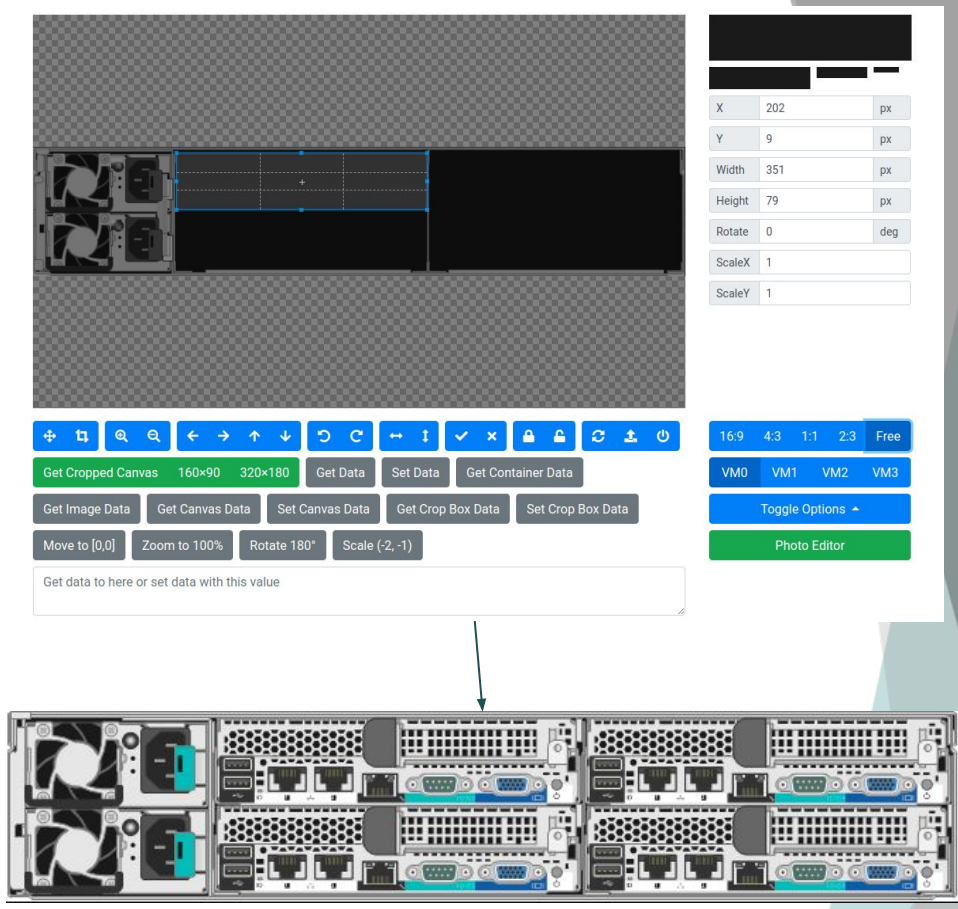
DCIM - incoming

Network panels and enclosure items



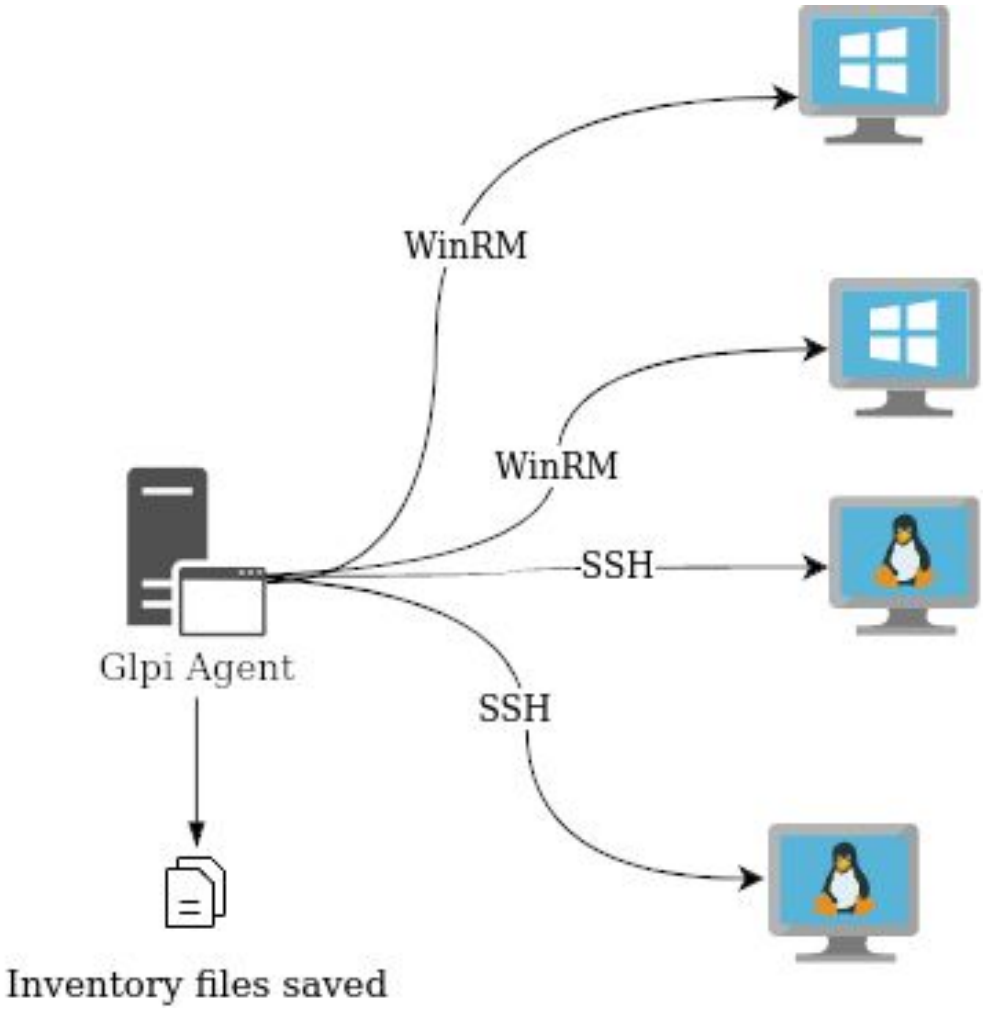


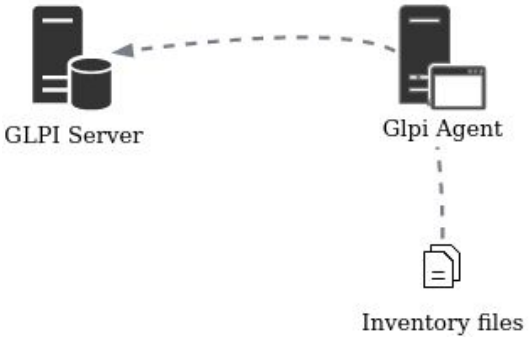
www.glpi-network.cloud

GLPI Agent - Remote inventory

Request inventories from distant computer with the help of these protocols:

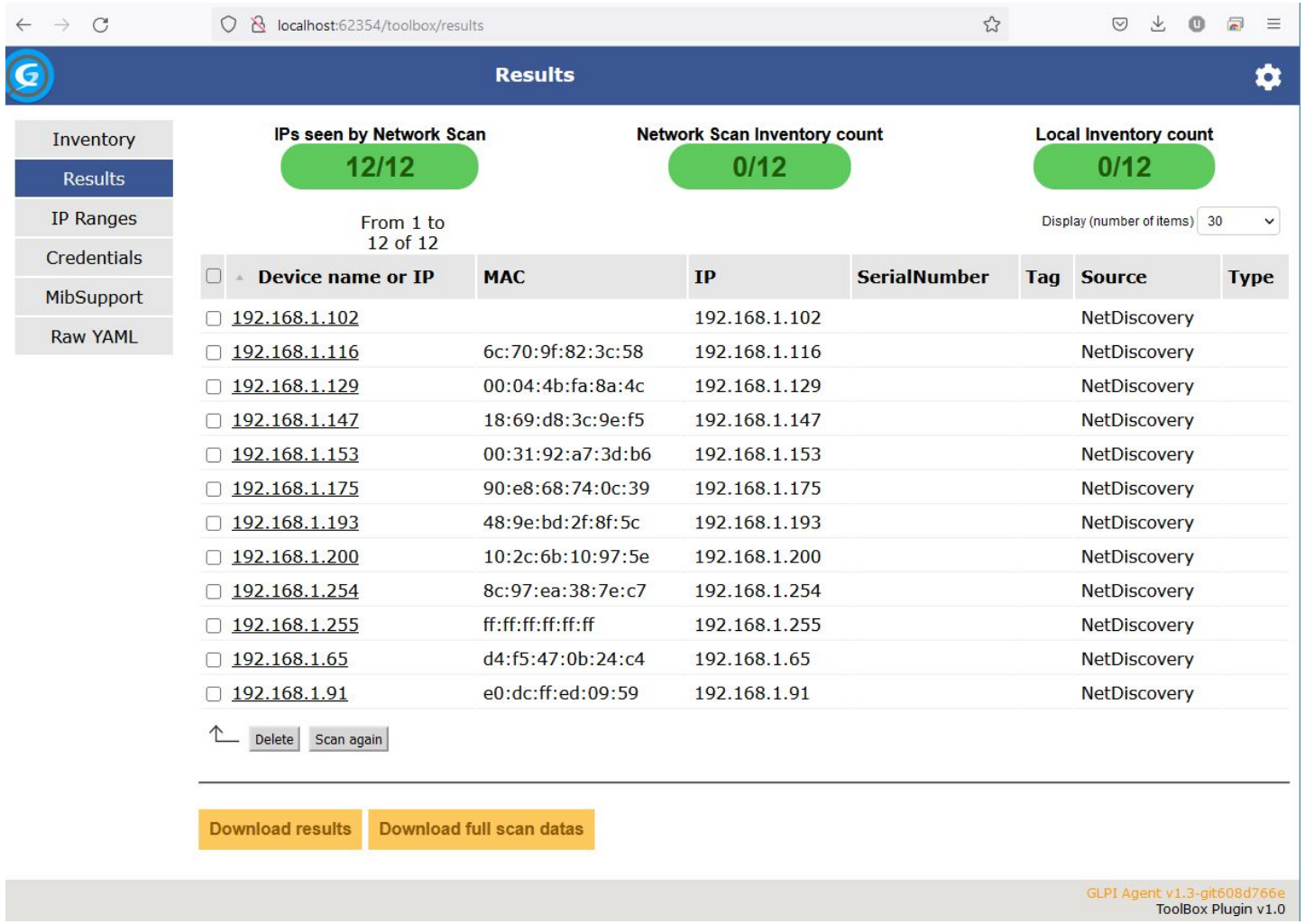
- WinRM
- SSH





GLPI agent - dedicated UI

With the new toolbox feature, you can now setup the agent tasks (SNMP, remote, local inventories) independently of glpi server



GLPI Agent - future Golang rewrite

Objectives

- More popular language than Perl
- portability
- modules

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Integration with NetEye Unified Monitoring solutions

- TecLib und Würth Phoenix work on the joint effort to bring forward the **Open Source** based collaboration with the integration of GLPI into NetEye to support the broader vision of an integrated unified system platform

- This cooperation takes place on three levels:
  - Research and Development
    - Security - DevSecOps
  - Customer Service Support
  - Delivery – Consultancy

- You will have the option to extend the NetEye subscriptions with GLPI on-prem subscription to get the full picture of added value services on the integrated NetEye platform.

Thank you!

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