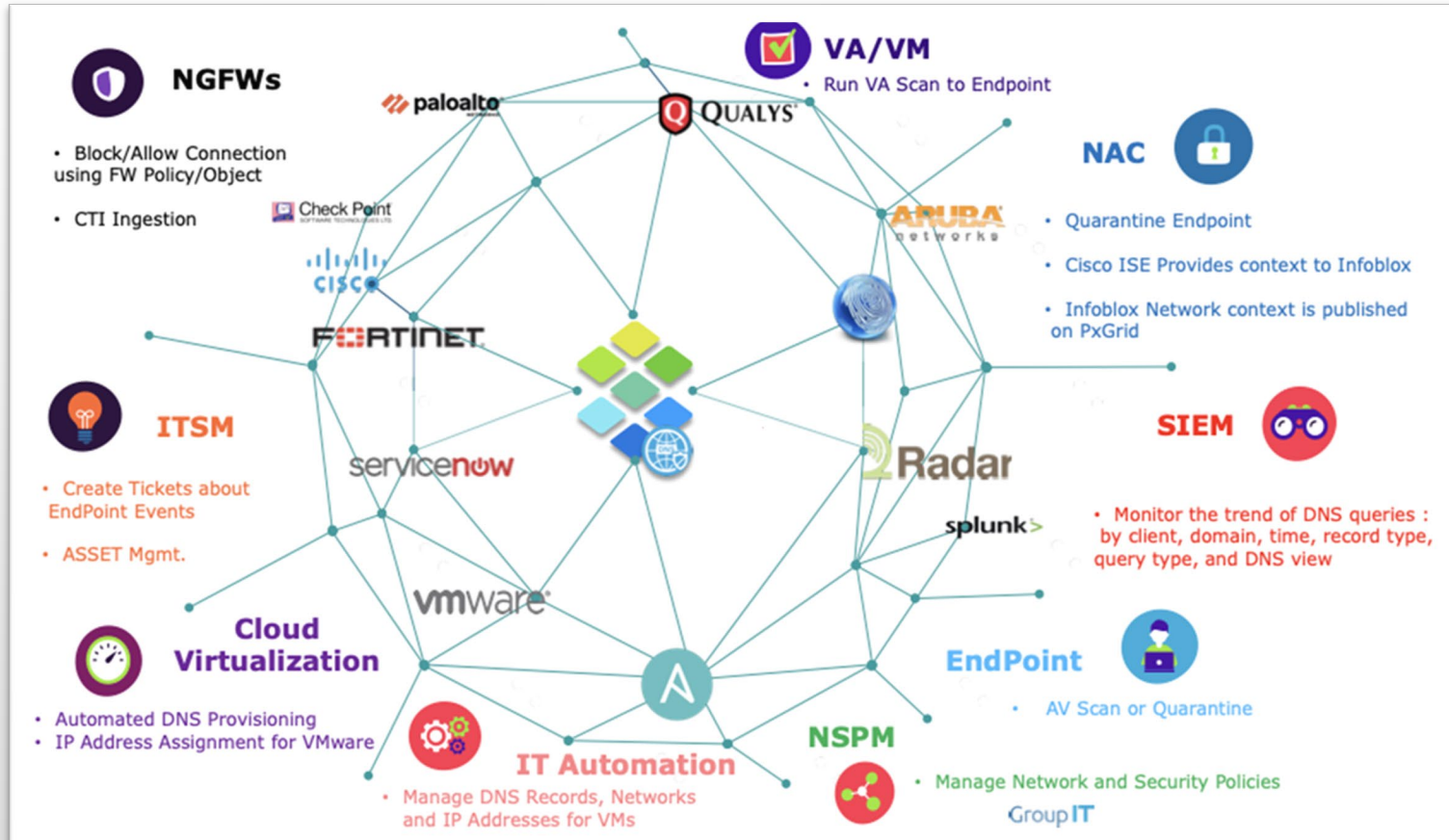




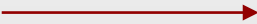
Managed DDI und DNS
Security für eine sichere,
vernetzte Zukunft in
der Produktion



- ✓ ITSM Prozesse
- ✓ Automation Prozesse
- ✓ Security Prozesse
- ✓ Global CMDB

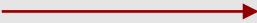


DDI Management System



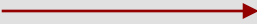
OT Operation & Security

Security Management System



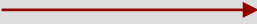
IT Operation & Security

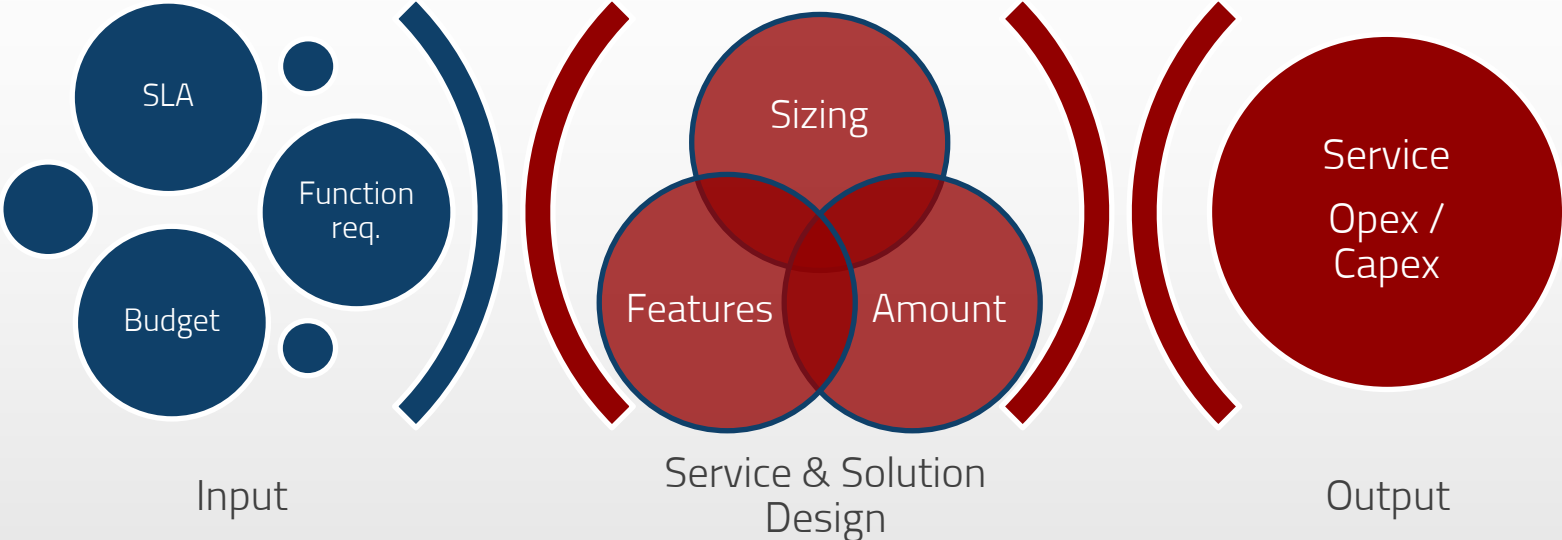
Cloud Management System



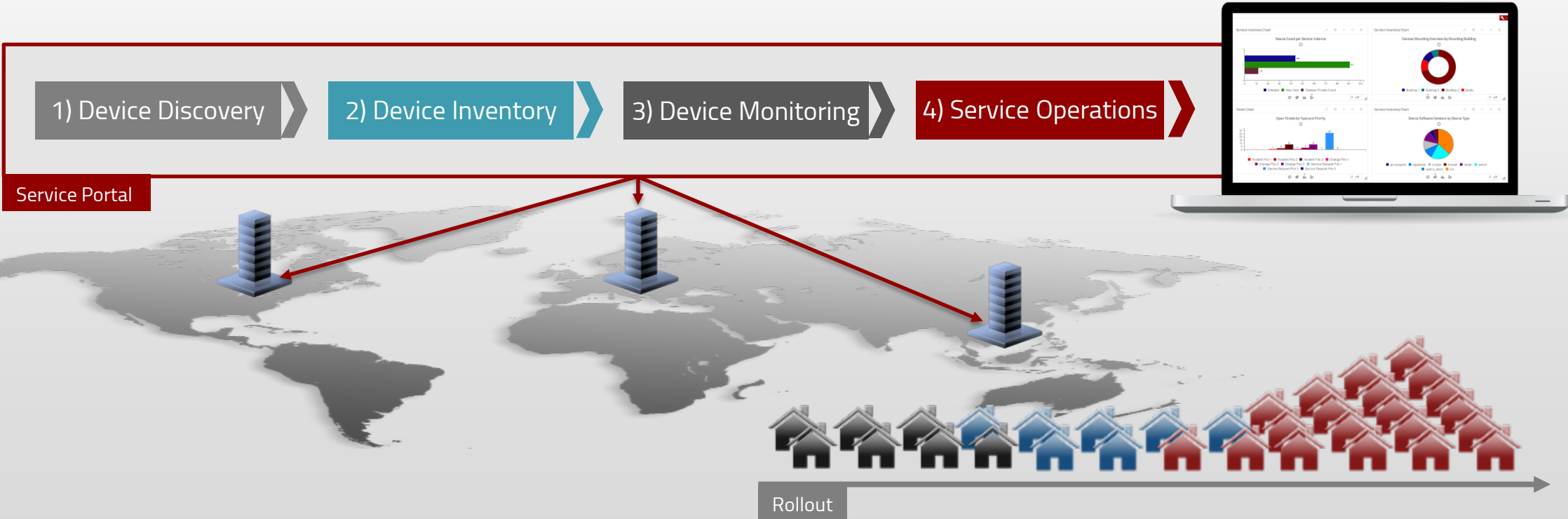
Transparent Infrastructure

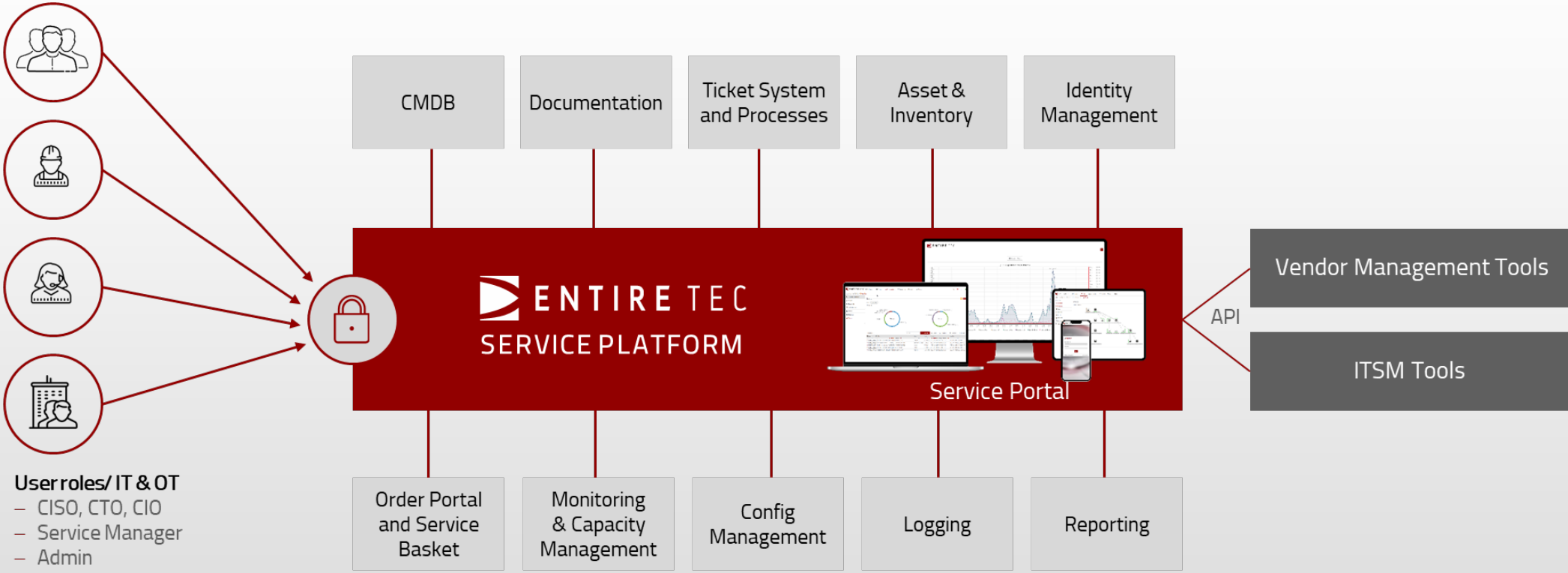
Client Management System





Service Management Infrastructure ENTIRETEC Service Platform			
Inventory (CMDB)	Ticket System	Report Server	Device Monitoring
Alerting	Terminal Server	Mgmt. Access	Access Security



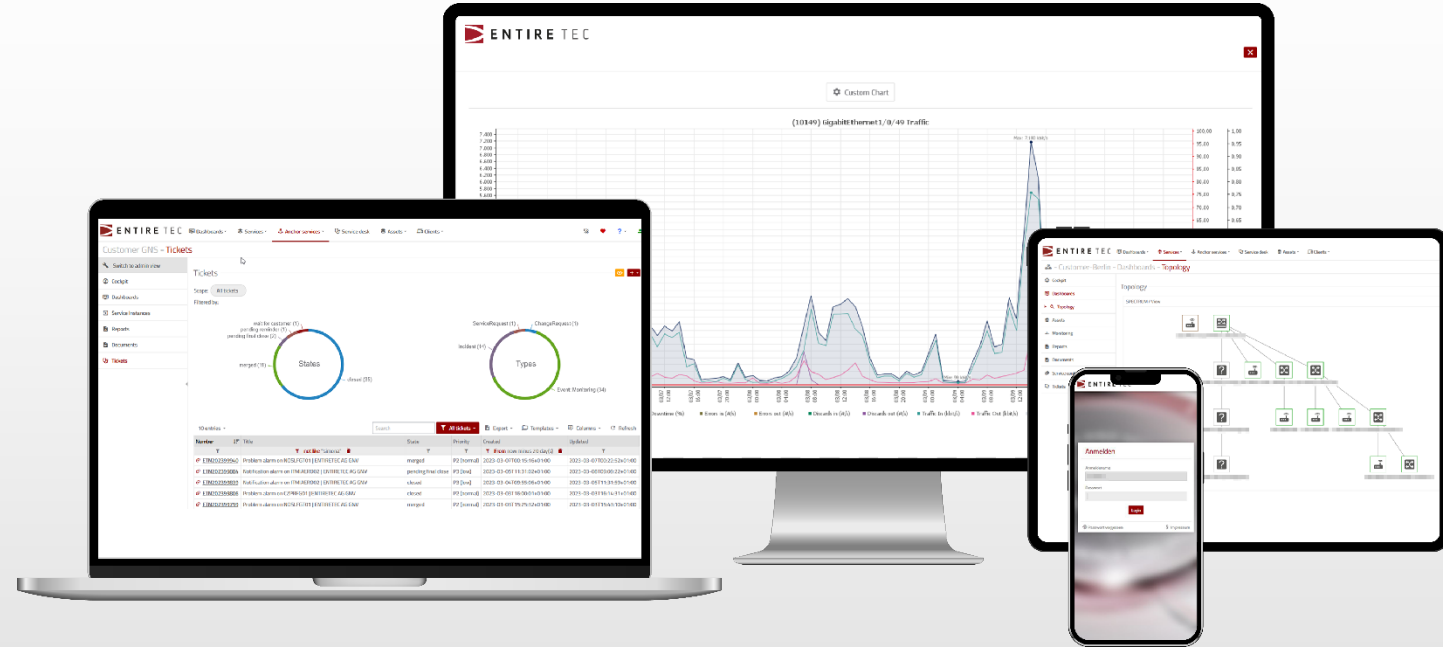


- Userroles/ IT & OT**
- CISO, CTO, CIO
 - Service Manager
 - Admin
 - Purchase
 - Technical Assistance Center (TAC)



TRANSPARENCY

The ENTIRETEC Service Portal consolidates all service-relevant information on one interface.



ASSETS

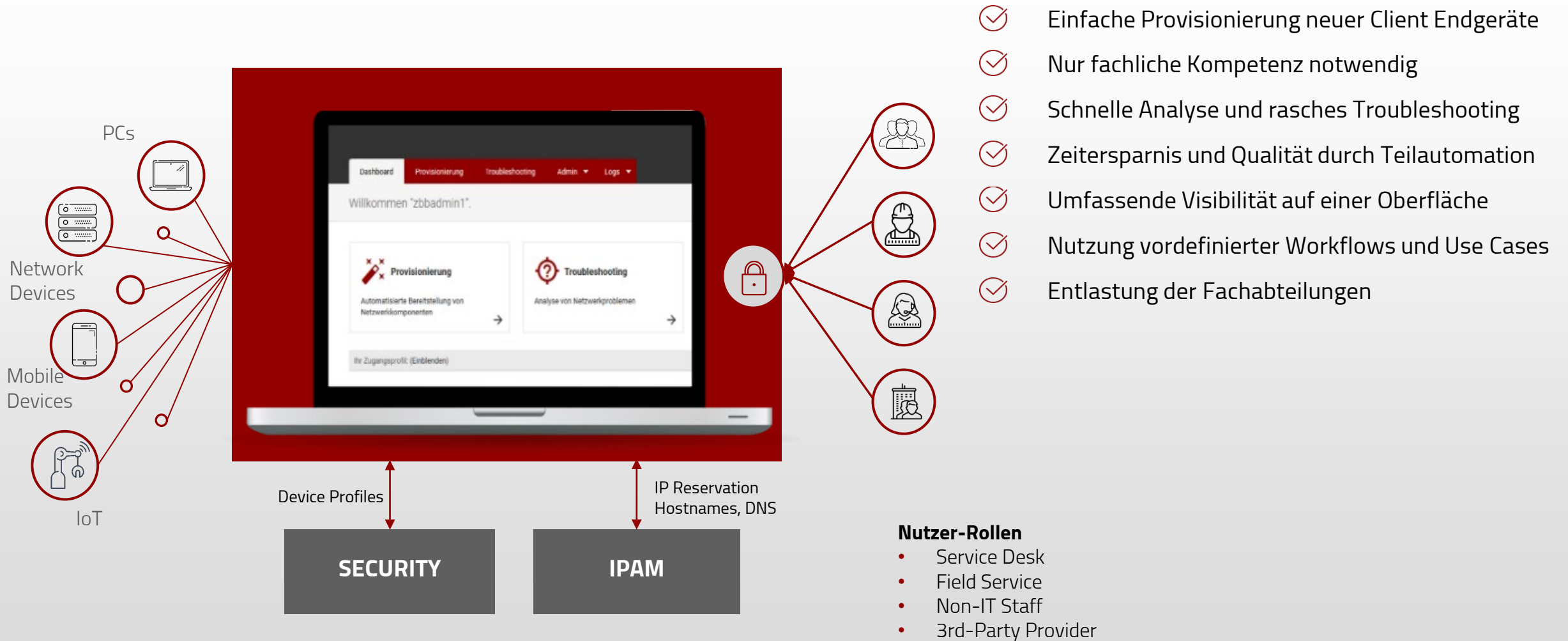
- Monitoring & Capacity
- Service Reports and Analytics
- Device Topology
- Asset & Inventory

OPERATIONS

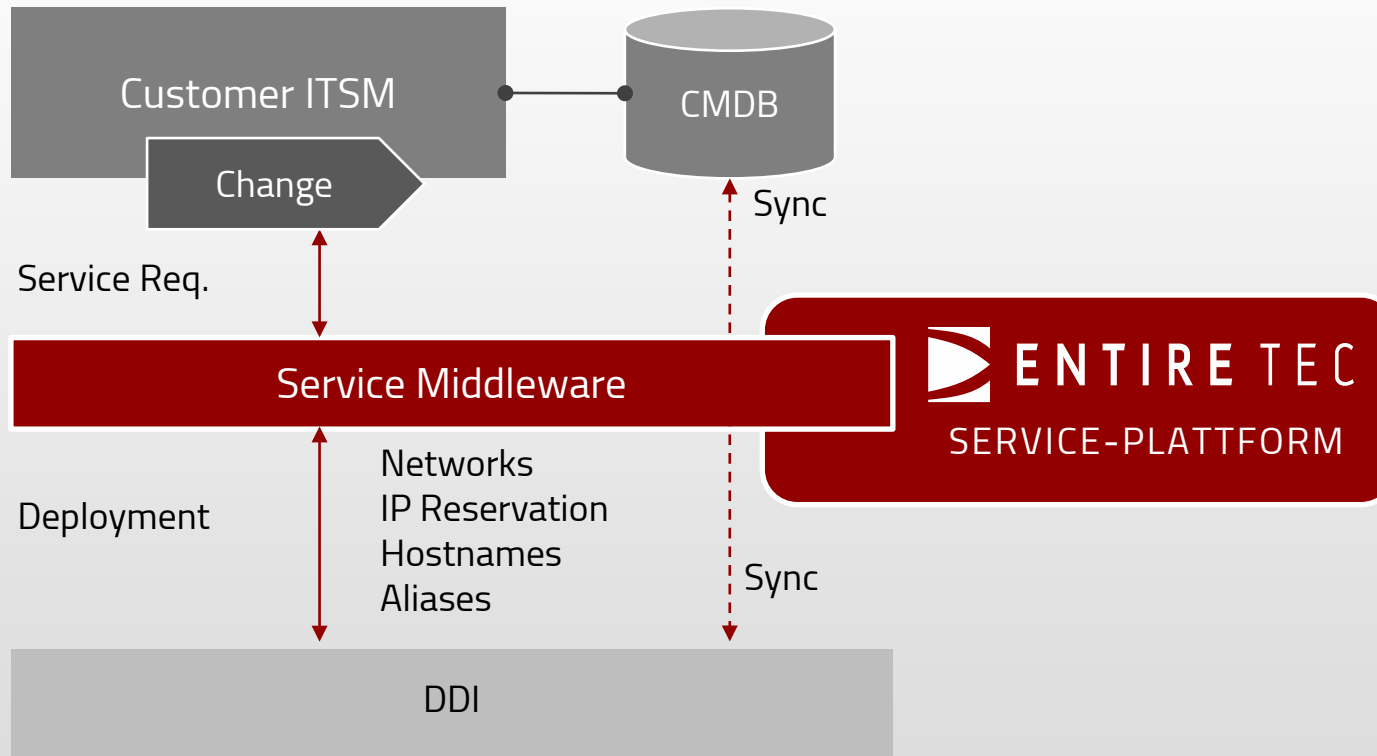
- 24x7 Technical Assistance Center (TAC)
- Incident & Problem Management
- Change & Release Management
- Alarming & Ticketing

HANDLING

- Contract Management & Documentation CMDB
- Single Point of Contact/ Contact Person
- User Profiles



On-premise oder integriert in das ENTIRETEC Service Backend



- ✓ Automatisches Change Deployment
- ✓ Error handling
- ✓ Dokumentation im Change-Prozess & CMDB
- ✓ Verlässlichkeit durch Queuing
- ✓ Vorbeugen von Out-of-Sync-Problemen
- ✓ Kein User-Zugriff auf DDI System notwendig

Hauptsitz

ENTIRETEC AG
Pforzheimer Straße 33
01189 Dresden
Deutschland

Wir freuen uns auf Ihren Besuch.

Kontakt details

+49.351.41355.0
mail@entiretec.com
www.entiretec.com

xing/companies/entiretecag
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