



GLPI SUPPORT SERVICES



TICGAL IS A GLPI NETWORK PARTNER



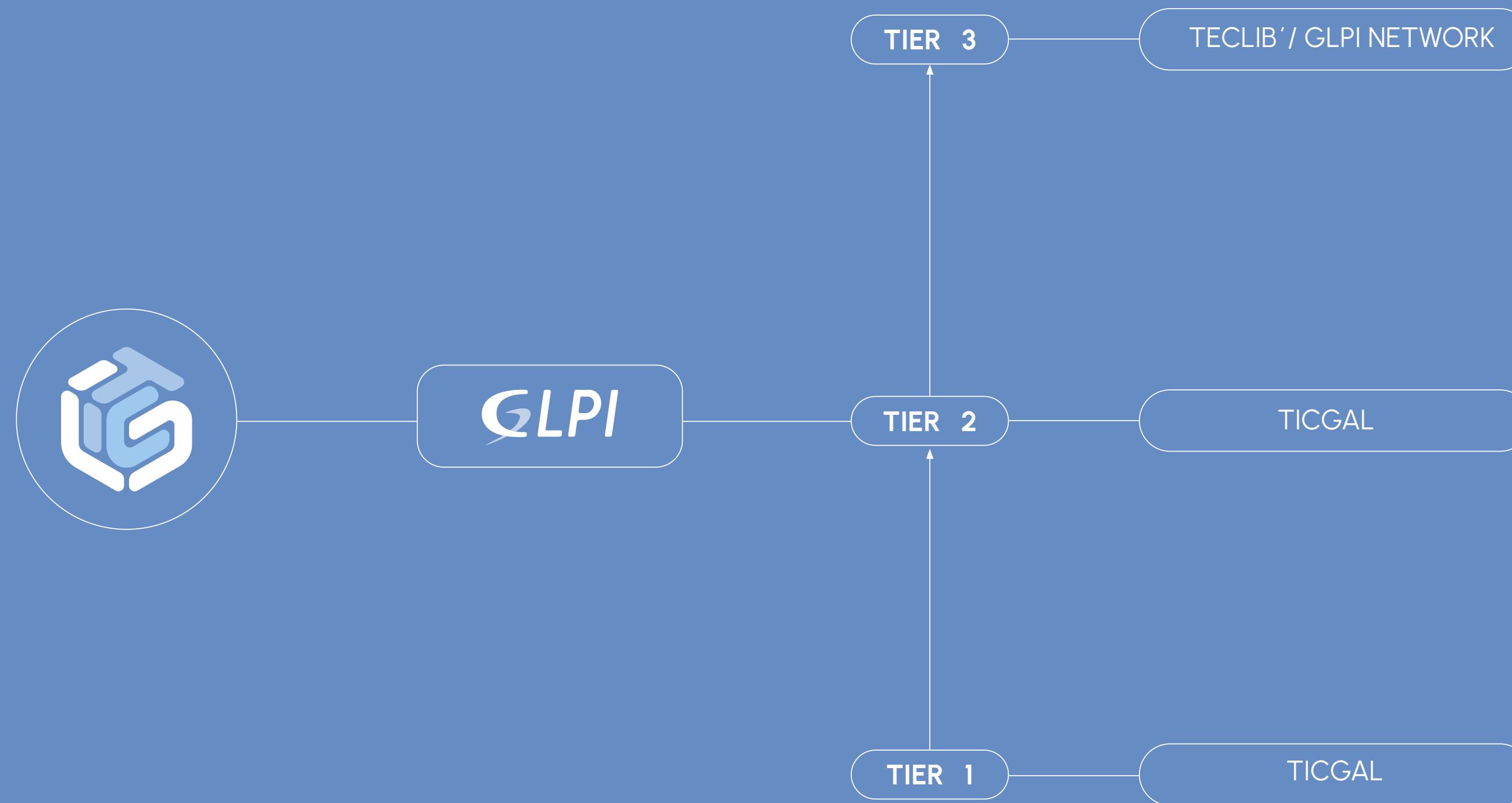
TICGAL has achieved **Platinum Partner status** with Teclib' for the GLPI Network, becoming the **fourth worldwide** and the **first outside France**.

This milestone highlights our dedication to delivering exceptional IT service management solutions and our leadership in the GLPI ecosystem.



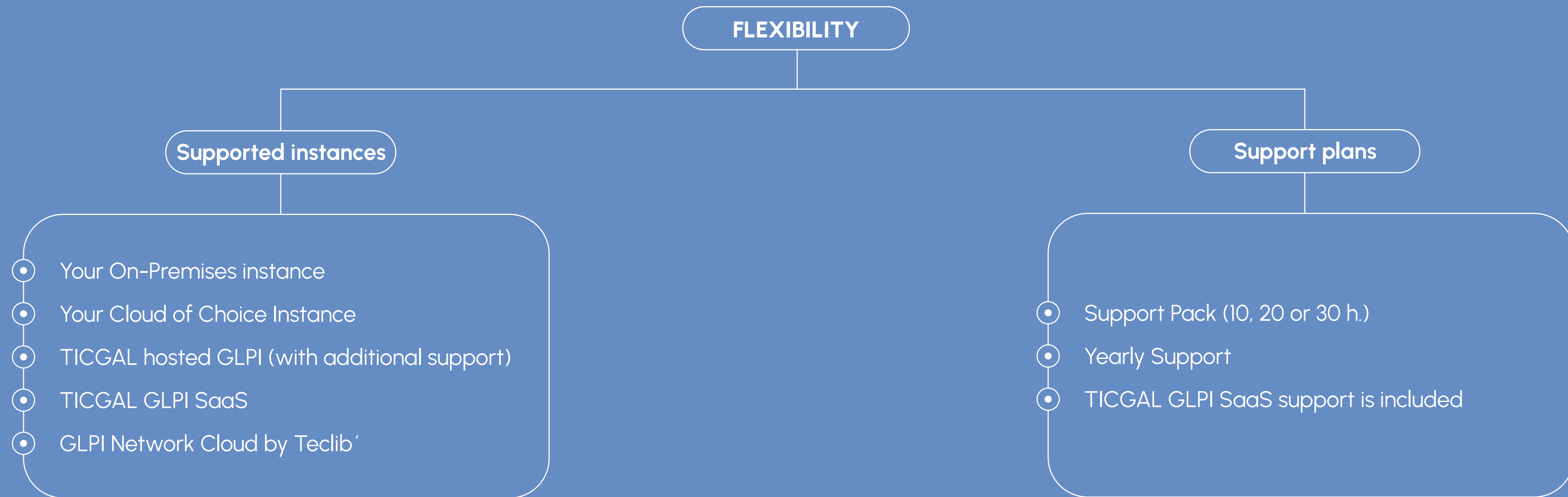
We have supported over **250 clients** by implementing standard solutions and customizing GLPI to meet specific needs.

HOW DOES GLPI NETWORK SUPPORT WORK?



- The contact would start with **Tiers 1 and 2**, provided by the partner (**TICGAL**). If necessary (bug), would be escalated to **Tier 3**, being **Teclib'**, the GLPI editor responsible for its resolution depending on the Subscription SLA.
- The support provided by TICGAL is not included in GLPI Network, nor GLPI Network Cloud.

WHY SHOULD I CHOOSE TICGAL AS THE PREFERRED PARTNER?



WHICH INSTANCE IS BEST FOR MY ORGANISATION?

	ON PREMISES	YOUR CLOUD (AZURE, AWS, ETC.)	GLPI NETWORK CLOUD	TICGAL SAAS
Sick to official pluggins	✓	✓	✓	✓
Forget about backups	✗	✗	✓	✓
On Premises AD Integration	✓	-	✗	-
Ms EntraID Integration	✓	✓	✓	✓
Oauth SSO (Ms365 - Google Workspace)	-	✓	✓	✓
Per-user offer	-	-	✓	✓
RO DB access	✓	✓	-	✓
Custom development	✓	✓	✗	✓
Additional integrations	✓	✓	✗	✓



Supporting, Optimising
and Evolving your GLPI

LOCAL ROOTS, GLOBAL REACH IT



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