



TICGAL

GLPI Development & Integrations Portfolio

Last update 2022/12/02

TICGAL is a client-driven company. Your needs have defined our course and continue shaping our services portfolio. Some services have evolved into Products. Here you have a continuously growing selection.



IN NUMBERS



14 years experience with GLPI



Silver partners since 2016



Gold Partners since 2023



250+ Clients worldwide



GLPI

TICGAL AS GLPI INTEGRATORS

100+ GLPI projects

On-Premises & Cloud

Both public & private clients

TICGAL AS GLPI DEVELOPERS

10 Public Plugins

25+ Xtended Plugins

10+ Integrations

5+ Custom Development

TICGAL AS GLPI TRAINERS

25+ On Line

2 On Site

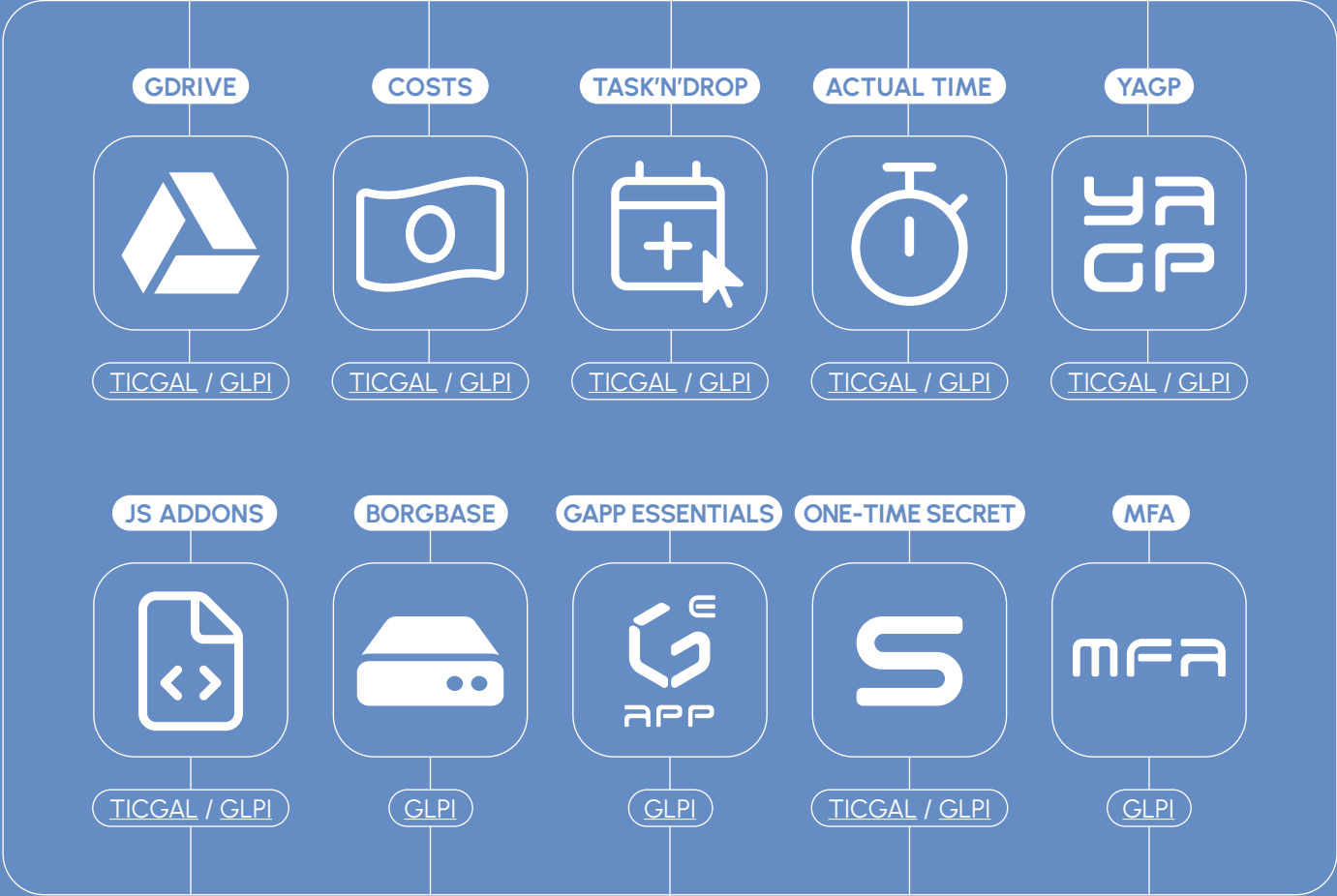
5 Teclib' partners

e-Learning Platform (Soon)

MARKETPLACE

Some of our plugins are widely available through the Official GLPI Plugins Marketplace.
We currently have a plugin in the Top 25. And another in the Top 5.*

*Source: GLPI Telemetry January 2023



MARKETPLACE

PLUGINS

XTENDED PLUGINS

TICGAL is a client-driven company. Your needs have defined our course and continue to shape our Product Portfolio. Open source on our core. Some services have evolved into Products.

Go ahead and discover our continuously growing selection.



ASSET HANDOVER

Handle the handover and return of your assets in a breeze

Main features

- Hand over and return GLPI assets
- HTML Customizable template for handover and return
- Multilanguage support
- Affect every GLPI user or even Suppliers
- Keep track of every asset a particular user has or had
- Keep track of every user that used an asset
- Avoid double assignments with an automatic reservation of the assets
- Asset EOL with the motive

XTENDED PLUGINS

1. Asset Handover





ASSET HANDOVER

Go paperless!

Compliant signature using the generated documents digitally and with third-party integrations. Forget about printing, signing and archiving the handover and return documents. Enjoy the compliant electronic signature by using one of the following 3rd party integrations and **get the signed document linked to:**

The handed and returned assets

The user

EVERYTHING IN ONE ITSM SOLUTION: GLPI

XTENDED PLUGINS

1. Asset Handover





ASSET HANDOVER

Integrated with



VIDSIGNER



SIGNATURIT



FACTORIAL HR



AUTOFIRMA

Electronic signature

Digital certificate

XTENDED PLUGINS

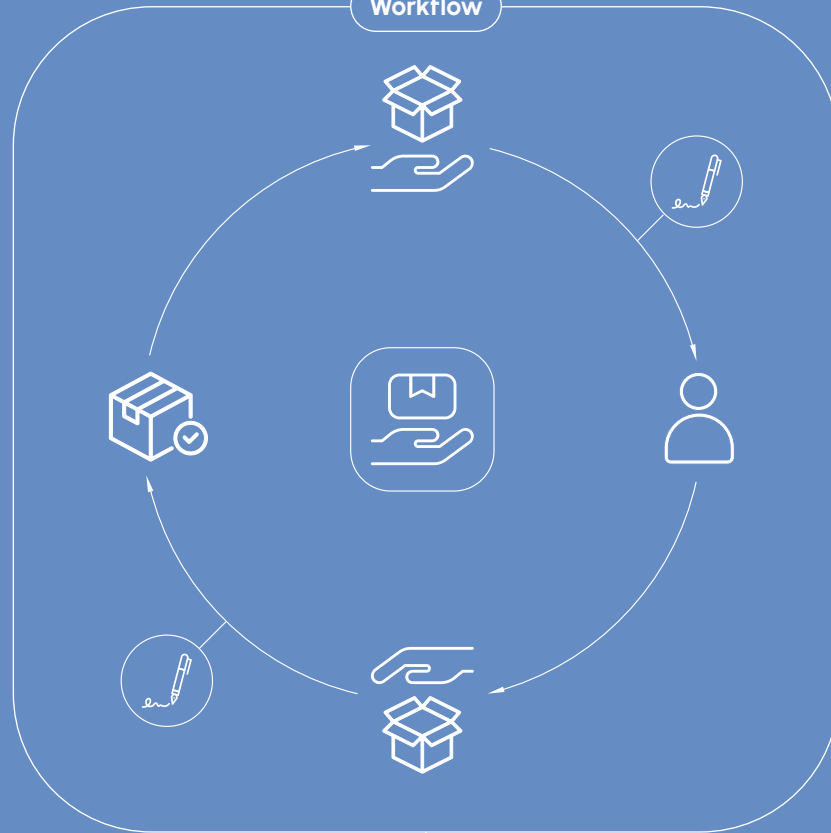
1. Asset Handover





ASSET HANDOVER

Workflow



XTENDED PLUGINS

1. Asset Handover





ASSET LIFE CYCLE

Asset Handover on Steroids!

Main features

- Asset request
- Request validation
- Asset assignation
- Delivery Tracking
- Logistic operator integration (on demand)
- Granular permissions
- Handle storage assets

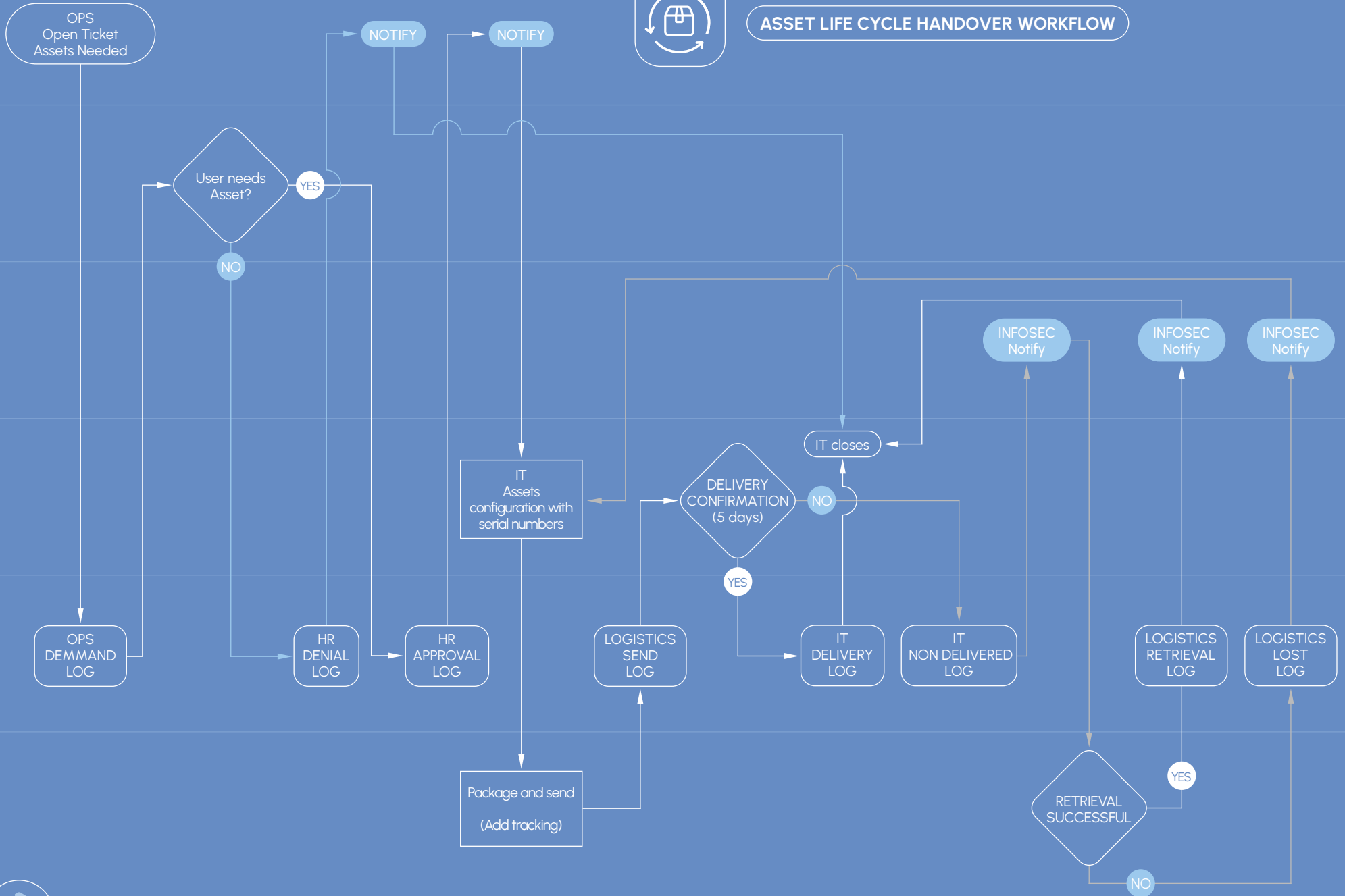
XTENDED PLUGINS



OPERATIONS
HR
INFOSEC
SUPPORT IT
CMDB
LOGISTICS



ASSET LIFE CYCLE HANDOVER WORKFLOW



XTENDED PLUGINS

2. Asset Life Cycle



BYEMAIL

Convenient GLPI approvals and validations from your email

By using ByEmail you can

- BY USING TICKETS
 - Approve solutions
 - Native Satisfaction surveys
 - *More satisfaction generated* Satisfaction Surveys
 - Validations
- CHANGES
 - Validations
- FORM CREATOR
 - Validations
- ORDER
 - Validations

XTENDED PLUGINS

3. ByEmail





BYEMAIL

Integrated with

FORM CREATOR

Plugin that allow creation of custom, easy to access forms for users when they want to create one or more tickets or changes

MORE SATISFACTION

Plugin which allows you to add questions to the satisfaction survey.

ORDER

This plugin allows you to manage order management within GLPI

XTENDED PLUGINS

3. ByEmail





KPI

50+ widgets for your GLPI native dashboards. And still growing!

Get the plugin as is

Sponsor new widgets we will add them to KPI and you will get the first year for FREE

Some of our KPI

- Computers by Static Group - GLPI Inventory (2D)
- Contracts by Expiration (2D)
- Solved tickets per month (2D)
- Closed tickets per month (2D)
- Monthly Closed Tickets by tech + Group Average (3D)
- Average Satisfaction by tech + Group Average (3D)

XTENDED PLUGINS



4. KPI



SMART ASSIGNER

Reduce your managing overhead by automating ticket assignment
The smart ticket algorithm applies a combined approach based on two pillars:

TECH AVAILABILITY

No more late tickets because of technician leaves.

Only available techs are assigned based on their interactions with GLPI

ASSIGNMENT STRATEGY

Round - Robin

Workload

Random



XTENDED PLUGINS



TVIEWER

One-Click remote control access to manage your assets

Integration with

TEAMVIEWER

ANYDESK

VNC

ISL Online (*)

* Only Windows Clients
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XTENDED PLUGINS

6. TViewer





VEHICLE

Plugin companion for Gapp White Label common needs on tracking your organisation's automobile usage.

You can currently create any asset with GLPI, but can you...

- ... track which users are travelling on a selected car?
- ... how many km/miles has the car performed?
- ... who was the driver?

Integrates with



XTENDED PLUGINS

7. Vehicle



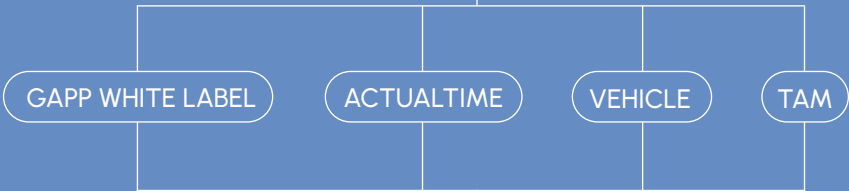


WAYPOINT

Our geolocation addon

If you need to geolocate something in GLPI using our mobility solution.

Integrates with

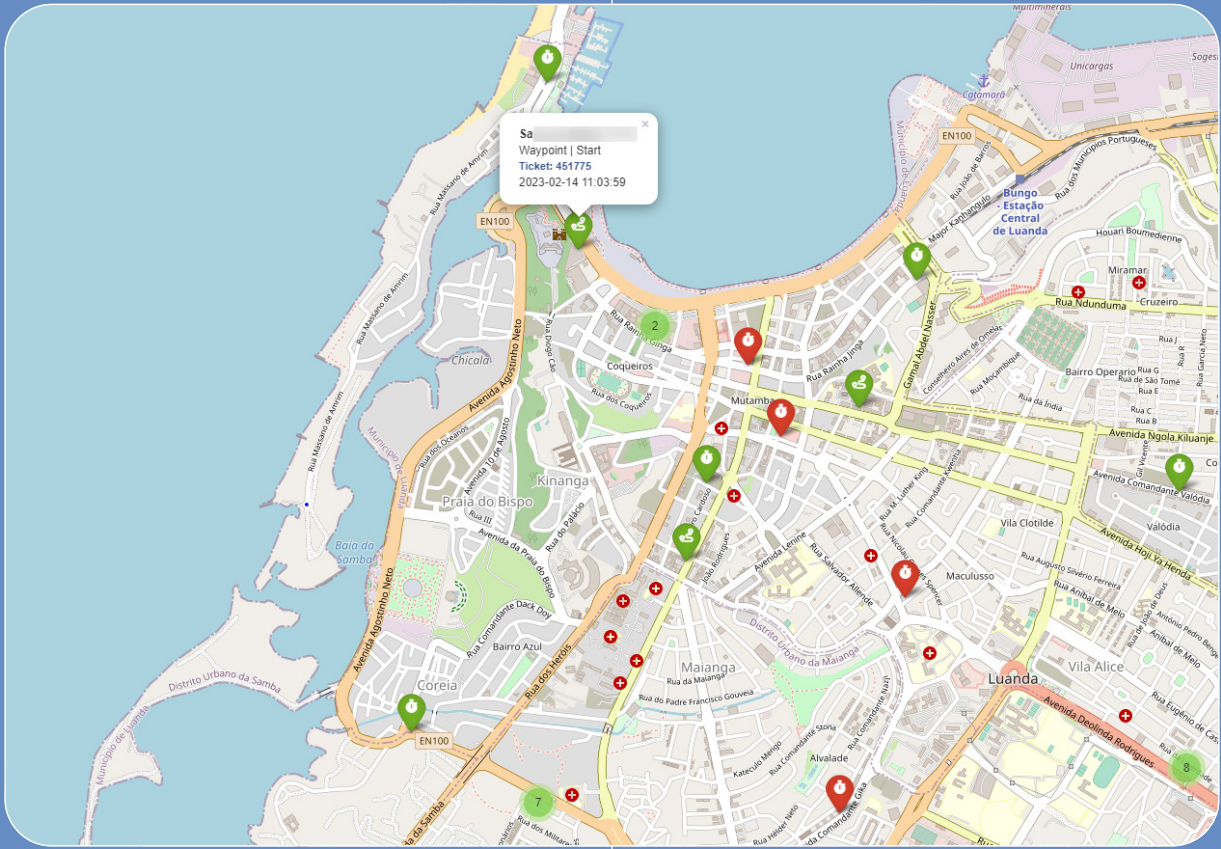


XTENDED PLUGINS





WAYPOINT



XTENDED PLUGINS

8. Waypoint



VTA

A complete paperless arboriculture web solution to generate your Visual Tree Assessments on the fly.

Extending GLPI beyond IT!

Main features

- Tree inventory with photos
- VTA generation on the field with more than 40 parameters
- VTA report generation
- Tree Mapping
- Dashboard
- Recommended actions generation
- and more...

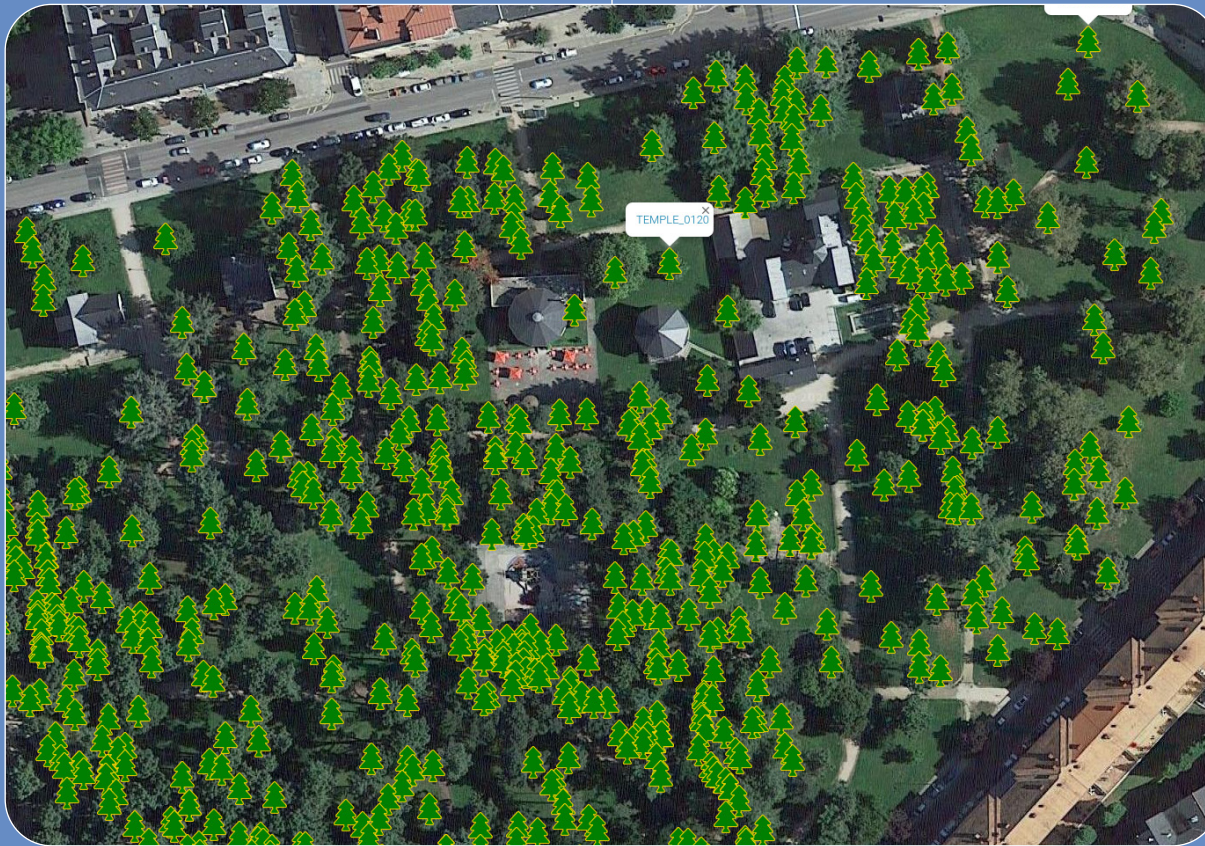
XTENDED PLUGINS



9. VTA



VTA



XTENDED PLUGINS

9. VTA

GLPI INTEGRATIONS

When a plugin is not enough. Expanding GLPI features beyond what you've ever thought. Monitoring, VoIP, ERP, Electronic Signature... you name it!

GLPI

GLPI INTEGRATIONS

Unified communications

Service desk tools

Monitoring

Financial information

DMS

Chatbot

Electronic signature

Capacity planning

VoIP - A 3CX integration

Cherwell
Remedy BMC
Ivanti
Redmine

Zabbix

SAP S4/Hana

Docuware

AWS Connect

Vidsigner
Signaturit
Factorial HR
Autofirma

Planning PME

INTEGRATIONS

INTEGRATIONS





VOIP

Features

- Look up to 10 phone fields in GLPI
 - Users
 - Entities
 - Contacts
 - Suppliers
- Create a ticket from a phone call
- Link phone calls to existing tickets and tasks
- Assign a different task
- Launch a ticket task from a call
- Track both incoming and outgoing calls
- Custom request source to track the number of calls received, tickets
- Pass a message of a call with a note

Integrates with Actualtime

INTEGRATIONS

1. VoIP



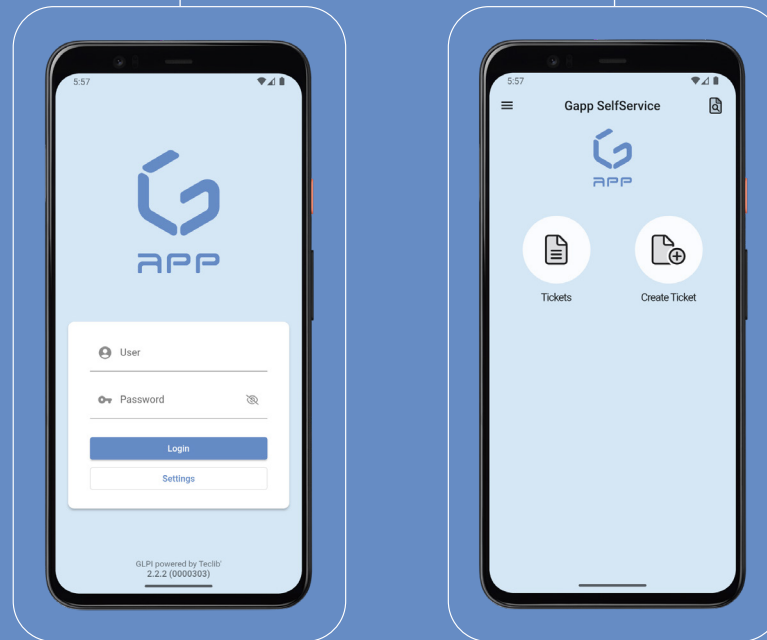
MOBILITY SOLUTIONS

Empower Your Business. Efficient GLPI Mobility with Gapp.



GAPP SELF SERVICE

The free GLPI mobility solutions



MOBILITY SOLUTIONS

1. GAPP Self Service





GAPP WHITE LABEL

The GLPI mobility solutions



All the features on GAPP Plus

- A branded app: Your name, your logo.
- Push notifications
- Deeplinks
- Geolocation of your techs
- Task Planning
- QR Reader
- Clock-on & out
- ... and more

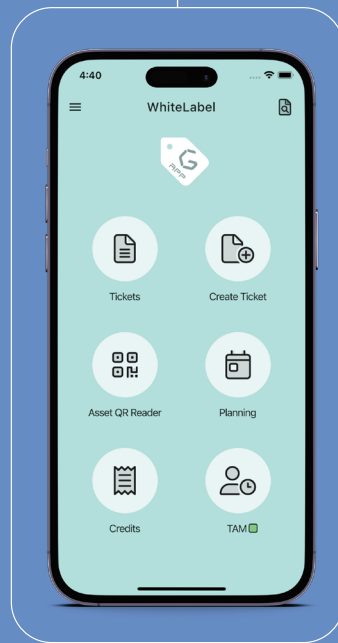
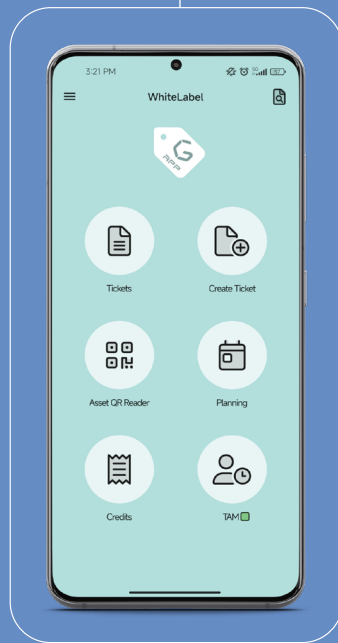
MOBILITY SOLUTIONS





GAPP WHITE LABEL

The GLPI mobility solutions



MOBILITY SOLUTIONS

2.GAPP White Label



CUSTOM DEVELOPMENTS

WHEN A STANDARD SOLUTION DOESN'T FIT.

Have you ever...

... thought of any missing feature you would like GLPI to have?

... wished GLPI was integrated with another platform?

... or even a custom tailored solution?

We can build it for you.

Contact us!



Eduardo Pondal, 31, 36003 Pontevedra, Galicia, Spain / +34 986 101 000



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