TICGAL

GLPI

SUCCESS CASES

Last update 23/11/22

VASCO

LOGISTICS

MULTIPLE LOCATIONS IN SPANISH PORTS (SP)

COMPLETE GLPI PROJECT
Consulting + CMDB + Service Desk + Soporte

VASCO

"Great tool, very useful and friendly"

Manel Bascuñana - IT Manager in Vasco

Top priority was to find a tool to manage user
requests / incidents (helpdesk), orders and
asset inventory

VASCO

CHALLENGE

Our main goal was to achieve better (transparent) integration between planning and Outlook.

INDUSTRY & BACKGROUND

VASCO is a group of family origins founded in 1970 in Bilbao dedicated to transport, logistics, consultancy and innovation, with an international vision.

REQUIREMENTS

Top priority was to find a tool to manage user requests/ incidents (helpdesk), orders and asset inventory.

LINKS OF INTEREST

VASCO TECH

GLPI Official review

CULMIA

REAL ESTATE DEVELOPER

HEADQUARTER MADRID (SP)
Multiple aditional locations in Spain

COMPLETE GLPI PROJECT
CMDB + Service Desk

CULMIA

LINKS OF INTEREST

CULMIA

CULMIA'S CIO PODCAST (SP)

CULMIA'S CIO VIDEO (SP)

CULMIA

CreditLogic

FINTECH STARTUP (EI)

COMPLETE GLPI PROJECT
CMDB + Service Desk + Support

INTEGRATIONS
Portal notifier + Jira

CreditLogic

CHALLENGE

We needed a simple and intuitive service portal for our clients that was capable of managing multiple clients, SSO and full separation of data, but with excellent features and extensibility.

INDUSTRY & BACKGROUND

Fintech. A Lending as a Service platform enabling the instant transformation of end to end lending process.

REQUIREMENTS

Intuitive customer-oriented service portal with extremely robust enterprise ITIL features

CreditLogic

"So far our experience is **#fantastic** - both the software itself and the services to manage it from **#GLPI** partner - as a former OpenView, Patrol and ServiceNOW customer I appreciated the speed and low TCO of the service without compromising on essential features".

Eoin Fleming - CIO at Credit Logic

CreditLogic

LINKS OF INTEREST

CREDIT LOGIC

GLPI Official review

CreditLogic

PUBLIC ADMINISTRATION

HEADQUARTER AT LLEIDA, CATALUNYA (SP)

COMPLETE GLPI PROJECT
CMDB + Service Desk

Diputació de Lleida

ADDITIONAL DEVELOPMENT

INTEGRATIONS

BLOCKCHAIN ID

Blockchain based document signature and verification for custom mobile app

METABASE

Business inteligence

eMUNICIPAL

Propietary Management & Authentication platform

Diputació de Lleida

LINKS OF INTEREST

DIPUTACIÓ DE LLEIDA

D. LLEIDA IT MANAGER VIDEO (SP)

GOBIERNO
DE ESPAÑA

MINISTERIO
DE CIENCIA
E INNOVACIÓN

PUBLIC ADMINISTRATION (SP)

COMPLETE GLPI PROJECT
CMDB + Service Desk

INTEGRATIONS: Remedy BMC

MINISTERIO
DE CIENCIA
E INNOVACIÓN

CHALLENGE

Counting with more than 250 employees and operating several offices, we were in the need of the complete ITSM solution, focused on users support and request tracking, but at the same time we wanted to get the full insight for our tech park and assets, licenses and providers.

INDUSTRY & BACKGROUND

The Ministry of Science and Innovation is responsible for exercising the powers of research, technological development and innovation in space matters, including representation and participation in European Union and international organizations.

REQUIREMENTS

The winning solution must be open source, highly customizable, robust but flexible, ITIL compliant.
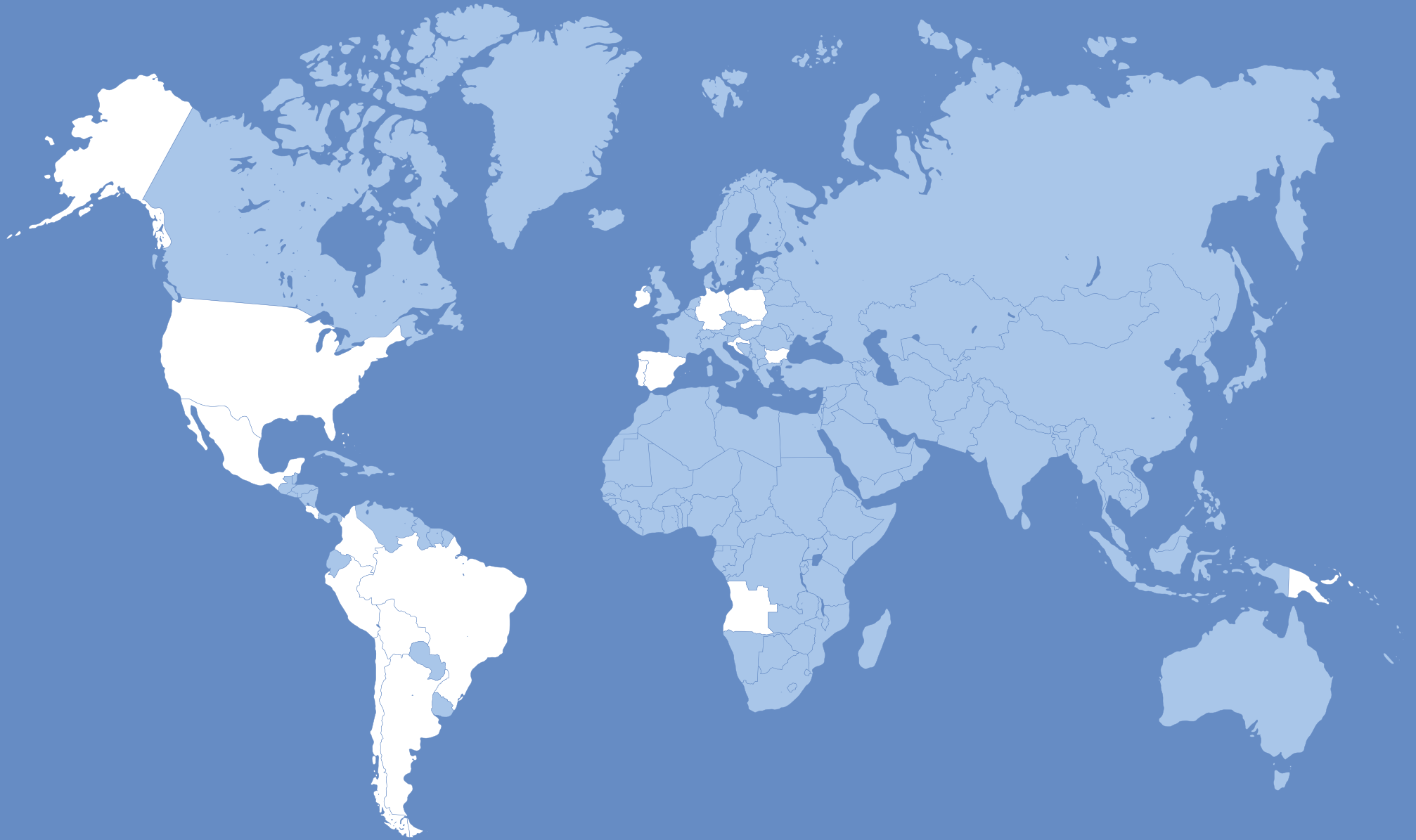
MINISTERIO
DE CIENCIA
E INNOVACIÓN

LINKS OF INTEREST

MINISTERIO DE CIENCIA E INNOVACIÓN

GLPI Official review

MINISTERIO DE CIENCIA E INNOVACIÓN

ARMADA

CLIENTS IN FOUR CONTINENTS

SOME OF OUR CLIENTS

RCS ANGOLA

UNIR LA UNIVERSIDAD EN INTERNET

VOTORANTIM cimentos

CreditLogic

Printeos

BELLOTA

Diputació de Lleida

ARMADA

GOBIERNO DE ESPAÑA | MINISTERIO DE CIENCIA E INNOVACIÓN

SOKÓŁ IT
OBSŁUGA INFORMATYCZNA FIRM

VASCO

CULMIA

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clun

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