



**iTop Professional Plus - the french-german
ITSM solution**

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About iTop

Web-based, open source ITSM solution, ITIL certified, codeless customizing

The image displays two overlapping screenshots of the iTop ITSM solution interface.

Left Screenshot (User Dashboard):

- Header:** "I-000794" and "Assicvées (Incident)".
- User Profile:** Pablo Picasso, pablo@demo.com.
- Navigation Menu:** Start, FAQ, **Neue Störung/Anfrage** (highlighted), Offene Störungen/Anfra..., Geschlossene Störungen..., Genehmigungen.
- IT Services Grid:**
 - Computer und Peripherie:** Bestellen von neuer Hardware und Ersatz bei Hardwareversagen.
 - Mobilgeräte:** Bestellen und Konfiguration von neuen Smartphones, Computerverbindungsanfragen und.
 - Software:** Managment für Computersoftware und Anwendungen. Installation, Updates, Fehlerbehebung und Deinstallation.
 - Qualitätssicherung:** Es wird eine Qualitätssicherung des Zahlensystems durchgeführt.
 - Feldsupport:** Lorem ipsum.

Right Screenshot (Configuration Tool):

- Navigation:** Home, Classes, Menus, Editors, Branding, User Rights, Components.
- Product:** iTop Professional.
- Environment:** PROD LOCAL, TEST LOCAL.
- URL:** https://designer.itomig.de.
- Instance:** 2.7.6-8526.
- Workflow Diagram:** A horizontal timeline showing various stages: 20220510, Revision 1515, Revision 1516, Update Portal, WorkOrder end_date, Revision 1586, ev_close, Portal for business partner compatibility, Revision 1596, Revision 1599.

iTop „Plus“ – Feature Matrix

Coverage		ESSENTIAL Plus	PROFESSIONAL Plus	ENTERPRISE Plus
ITIL	Helpdesk			
	Incident Management			
	Problem Management			
	Service Manager			
	Self-Service Portal			
	Change Management			
	Licence Management			
	Knowledge Management CMDB			
Integration & Customizing	Mail Interaction			
	Graphical Customization			
	Connectors to 3rd party systems			
	Includability of Features			
	Extensions Dedicated Development Consultant			
Cloud	EU Hosting			
	Public Cloud Integration			coming
	Private Cloud Integration			

ITOMIG + Combodo

- **Combodo SARL: Spin-off of HP, Grenoble**
- **ITOMIG (DE) was the first partner of Combodo (FR), since 2010**
- **Mutual contributions to the product family**
- **ITOMIG has french-speaking employees and clients**



About ITOMIG GmbH

- **Service provider for iTop, Combodo OEM partner**
- **Our services**
 - Support
 - Customizing
 - Training
 - Consulting
- **Based in Kehl am Rhein (~Strasbourg)**
- **40+ Customers in D-A-CH(-F)**



Merci !

- Thank you for your attention!
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