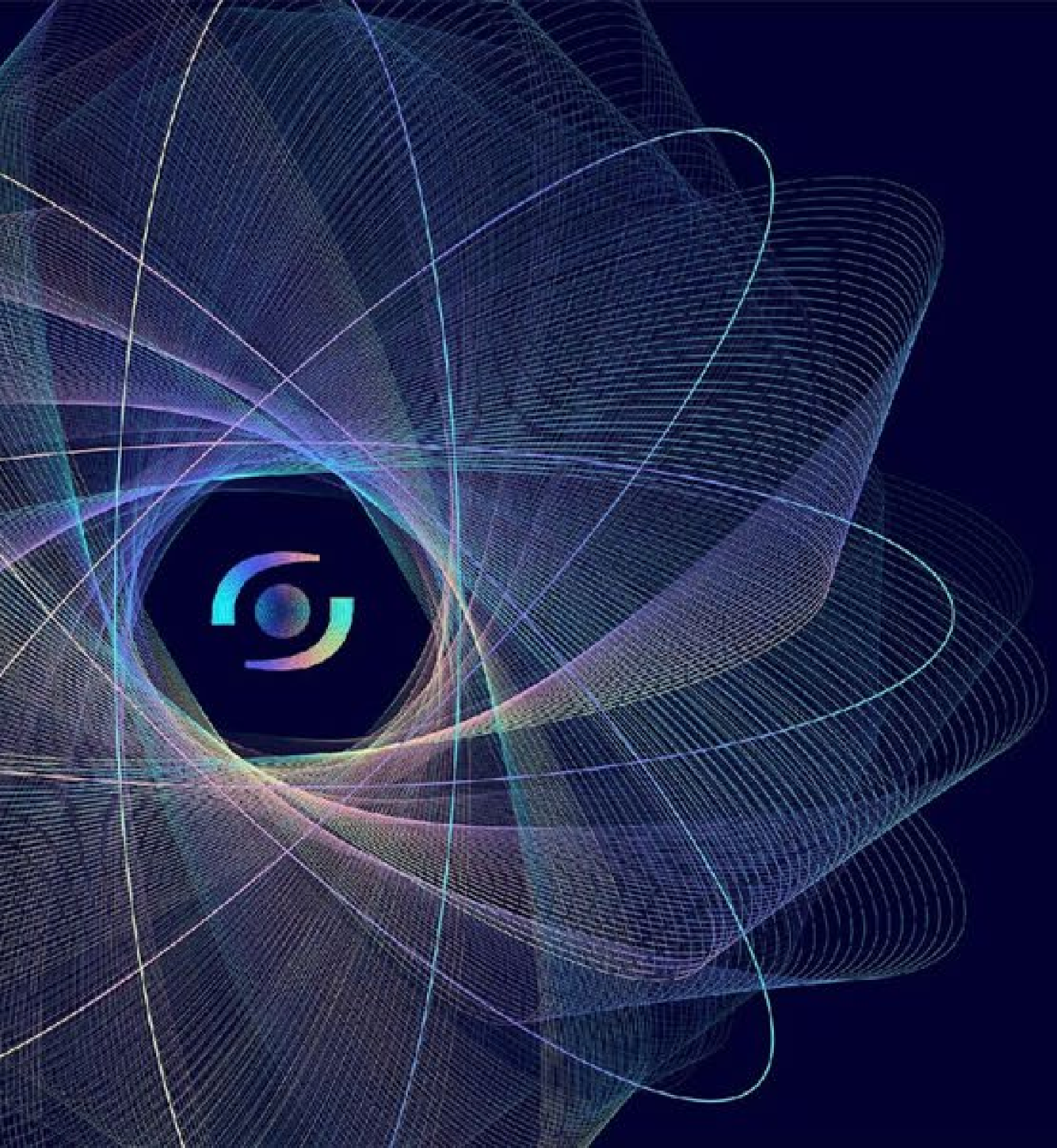


GLPI by teclib'

GLPI - your tool to manage Helpdesk and IT assets!

Anna Kostrzewska
Channel Manager

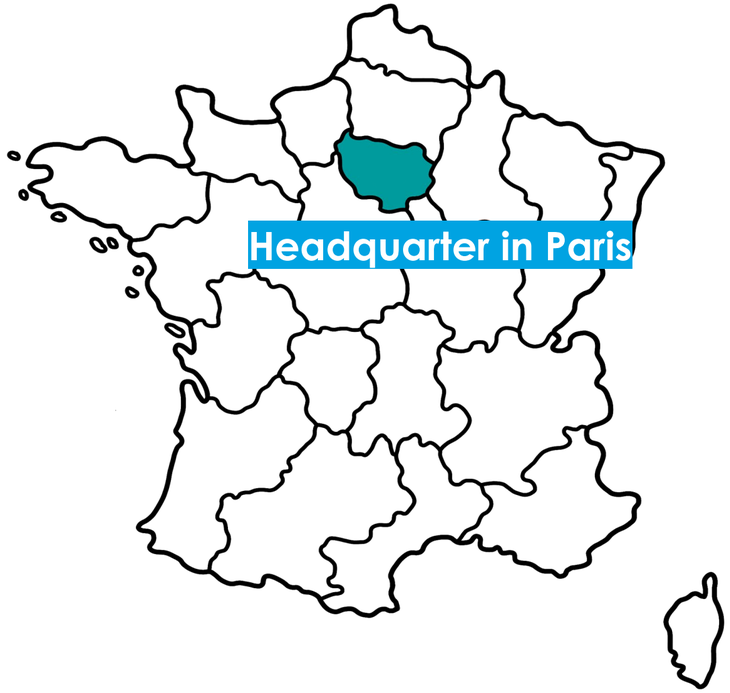
VERONA 2024

Agenda

- Teclib - GLPI editor
- Wuerth Pheonix - contribution to the GLPI partnership
- GLPI and main features
- GLPI Network Cloud and On Premise
- GLPI and AI
- GLPI and new features

Teclib - official editor of GLPI (100% open source software)

teclib’ — **Founded in 2009**



Values:

Community
Eco-responsibility
Open source

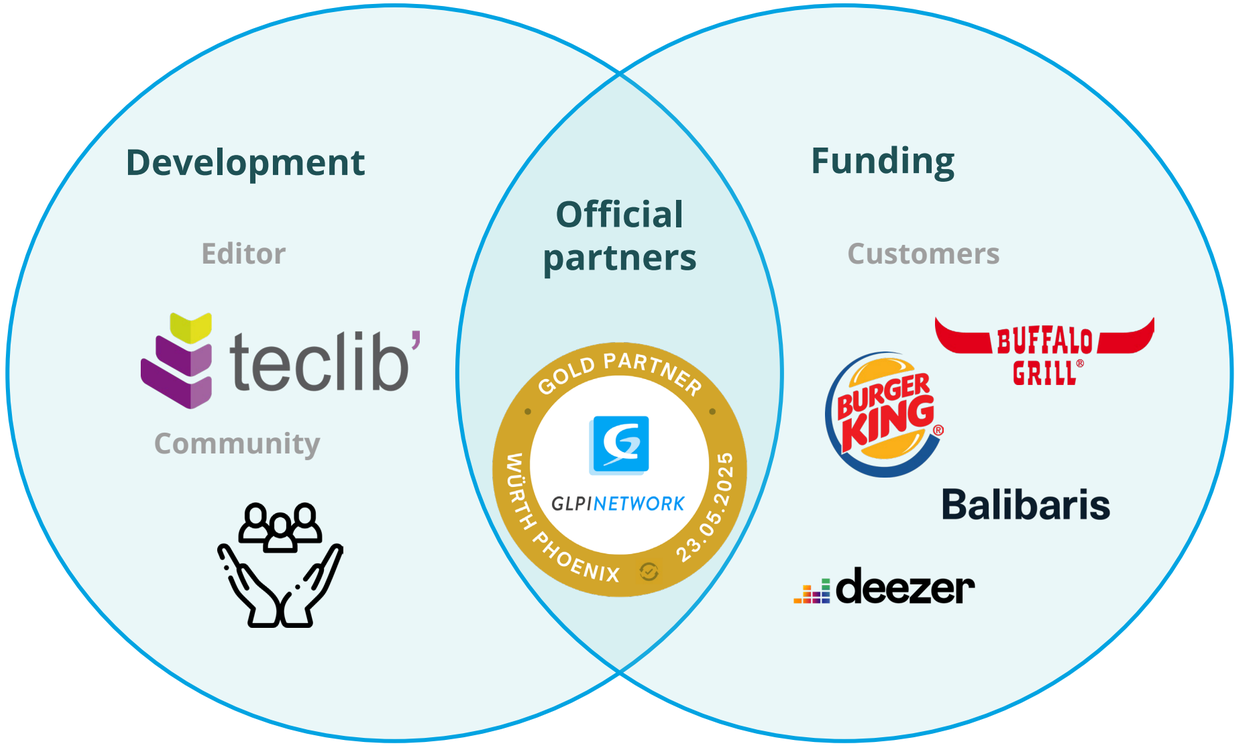
500+
corporate customers

50+
partners in the world

11 millions users in 186 countries

Collaboration - Community - Open source

How Teclib´ makes open source product thrive: **our philosophy**



Professional solutions

SaaS Cloud offer

GLPINETWORK CLOUD by teclib'

On-premise support & guarantee

GLPINETWORK

Partnership
Teclib´ – Würth Phoenix

- Partnership from the first half of 2023
- Gold partner in Italy and Germany
- Strong cooperation at the technical and sales level
- Adaptation of the company to the expectations of the German and Italian markets
- Creating common events

GLPI by teclib'

Partnership
Teclib´ – Würth Phoenix

Customer Support Service

- ✓ SPOC (Single point of contact) for
- ✓ Support Cases
- ✓ Bug Fixes
- ✓ Knowledge Management

Delivery - Consultancy

- ✓ Delivery is support by Teclib
- ✓ Knowledge and exchange of experience between teams

R&D

- Smother integration up to date releases with last security and bug fixes
- DevSecOps – Security Assessments collaboration to improve security
- Innovation

GLPI by teclib'

GLPI today

GLPI is a 100% free and open source software developed by Teclib'
for management of IT and related workflows.

11 millions users in **186** countries

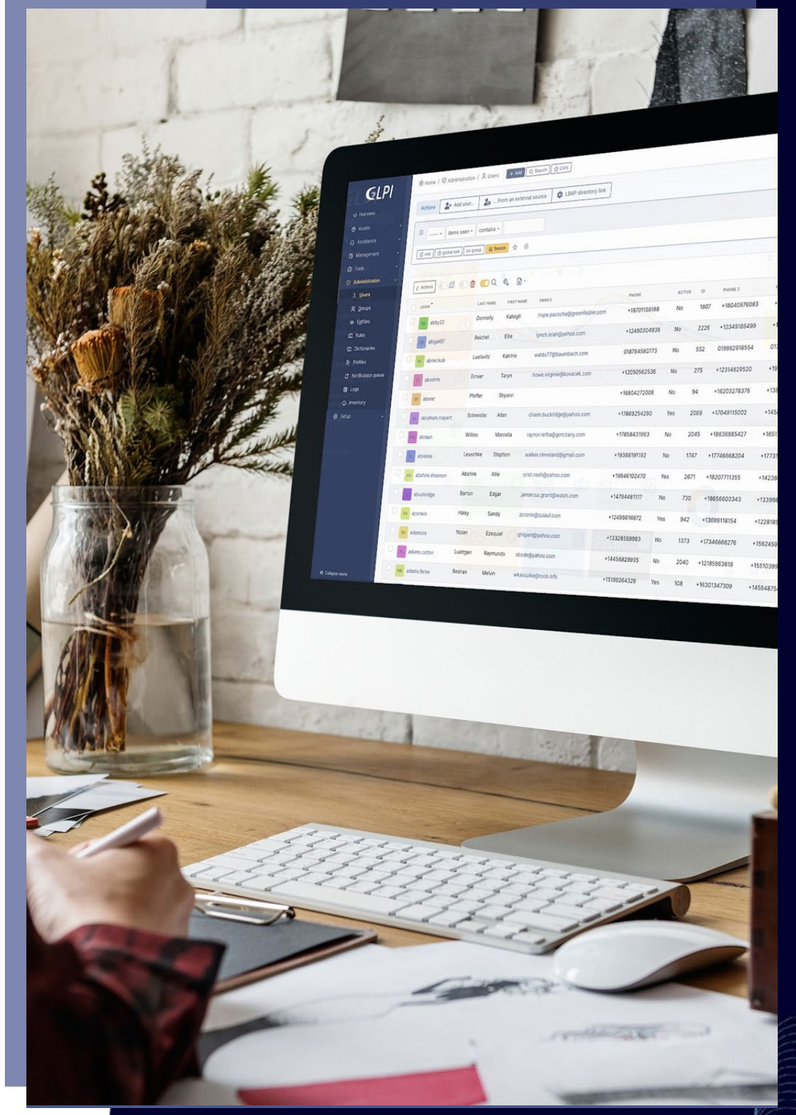
47 languages supported (by community)

Capterra 4.5 | Users Love Us | Software Advice 4.5 | Customers Love Us SOURCEFORGE | OUR USER RATING crozdesk | GetApp USER REVIEWS

GLPI by teclib'

GLPI Network vs. GLPI Open Source

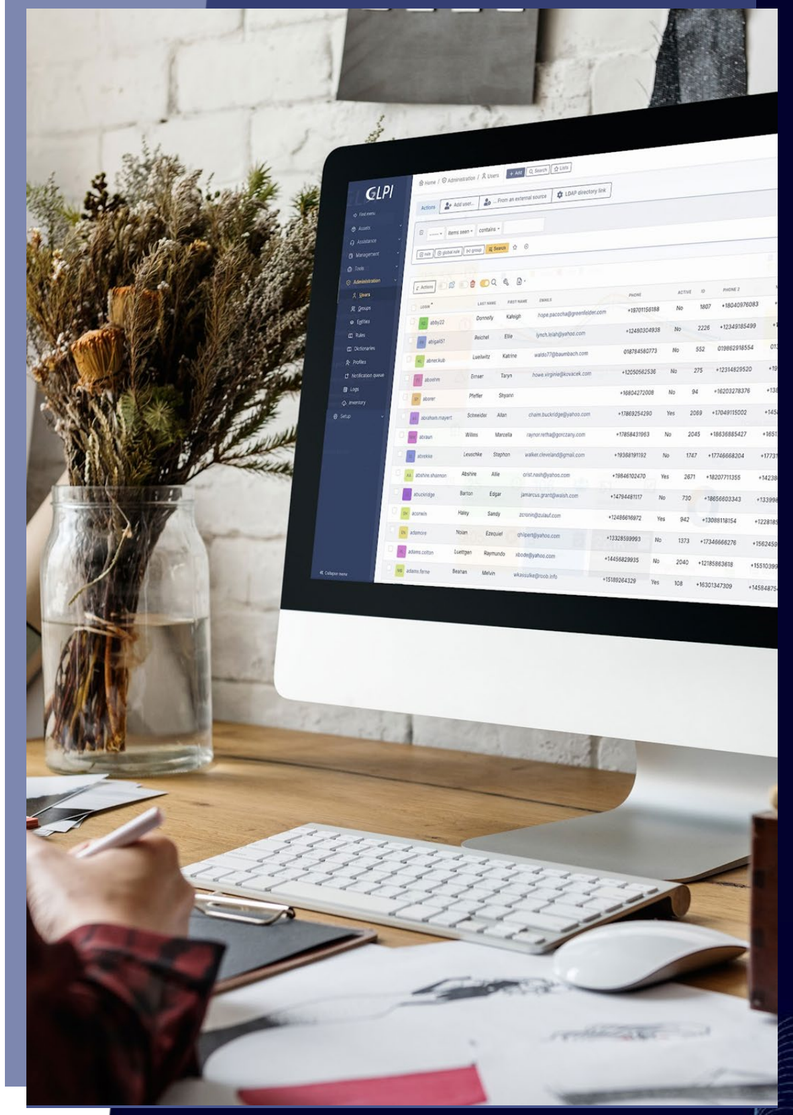
GLPI Open Source	GLPI Network
Support : No official technical support	Technical support from Teclib
Security : Users themselves are responsible for security, configuration and updates	Quick and regular security updates as well as critical bug fixes
Hosting : Users are responsible for installing, hosting, and maintaining the software	Choose between cloud-hosted or on-premise with full implementation support offered by Wuerth Pheonix



GLPI by teclib'

GLPI Network Cloud
GLPI Network On Premise

GLPI Network Cloud	GLPI Network On Premise
45 days FREE trial	3 Level of Subscription
Unlimited Assets	1 to 4 Production + Testing Instances
Instance Maintenance / Upgrades Included	Support Level 3 for Featured Plugins
Tailor-Made Offers	Remote Technical Assistance from Teclib’



GLPI by teclib’

GLPI magic: all features on one platform!

CMBD

Manage hardware, software and data centers. Link Asset inventory to Helpdesk and get 360° control of your IT and business infrastructure.

Helpdesk

Organize your support easily with GLPI: manage incidents/requests, create forms, define SLAs, deliver the best experience to your customers.

Financial Management

Track your expenses, contracts and suppliers, create new inventory objects, manage user database and make reports.

Administration

Take control over users: define entities, create profiles and restrict access to information. With GLPI rules, you can define roles of each member of directory and setup workflow for Helpdesk and Inventory.

Project Management

Manage projects with GLPI: assign tasks, add collaborators, set up deadlines. Create reports and explore Kanban boards to organize your team!

GLPI by teclib'

GLPI 11 and new plugins

- Plugin Carbon
- Unread
- AI

GLPI by teclib'

Plugin Carbon

IEN

Environmental Impact of Digital Technology

R&D project with IRT-SystemX, Airbus Protect, Total Energies, AFNIC

- Measuring the environmental impact of IT
- Hardware
- Outsourced services
- Scope
- Life cycle
- Impact type (CO2, resource depletion, acidification, radiation, etc.)
- Energy

GLPI by teclib'

Plugin Goals

Measuring the environmental impact of IT

- ➔ Hardware
- ➔ Outsourced services

Scope

- ➔ Life cycle
- ➔ Impact type (CO2, resource depletion, acidification, radiation, etc.)
- ➔ Energy
- ➔ Added value
- ➔ Optimization of energy consumption
- ➔ Extension of hardware life cycle

Reporting

- Power
- Energy
- CO2 emissions
- By computer type
- Methodological information
- Quality of source data

Roadmap

- Use of external data
- Carbon intensity of electricity (RTE, electricitymaps)
- Databases (ADEME, boavizta)
- Validation on real inventories
- Addition of impacts other than CO2 emissions (manufacturing, recycling)

GLPI by teclib'

New plugins

Unread plugin

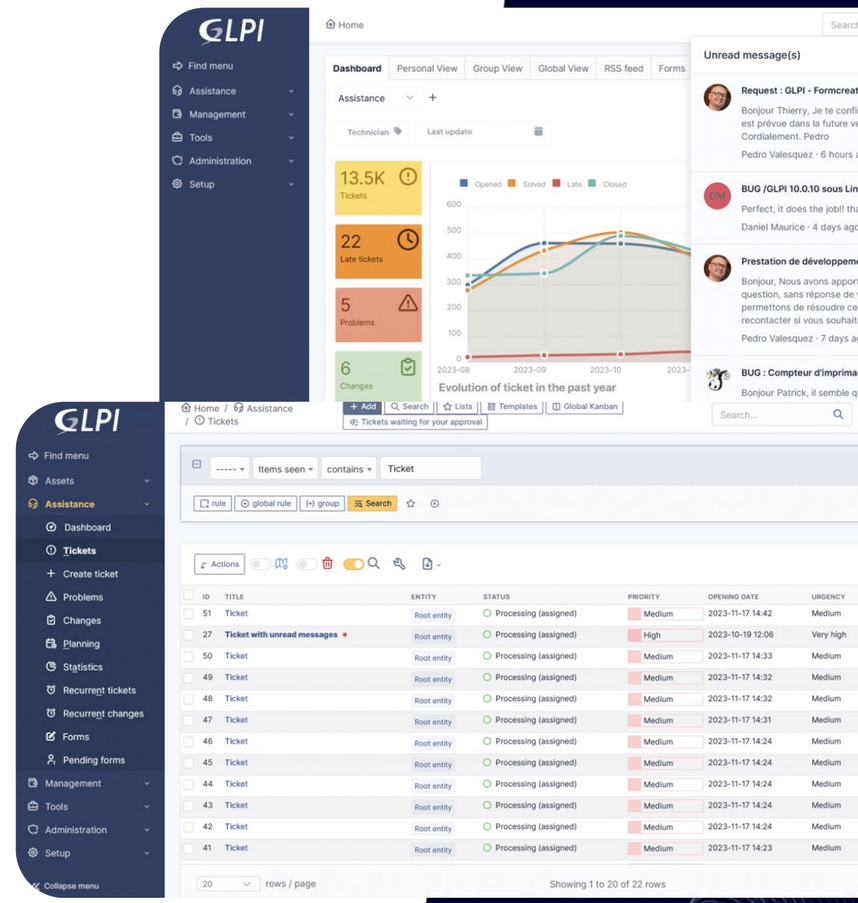
This plugin helps you to keep track of unread messages while you were offline and don’t want to miss any messages that could have be sent, and you should be aware of.

Notification bell

The plugin adds a new notification bell in the top right corner so you can keep track of everything you need to. This notification bell list all your unread messages.

List indicator

When you open the ticket list, all the tickets with unread messages are highlighted, and you can choose the one you want to know more about.

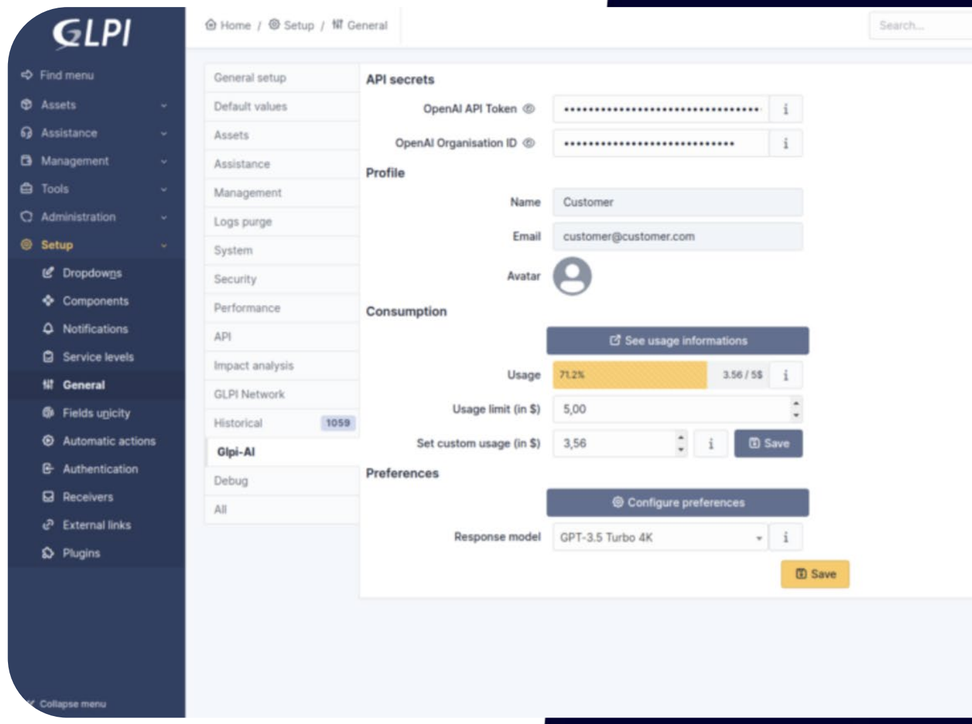


GLPI by teclib’

GLPI-AI

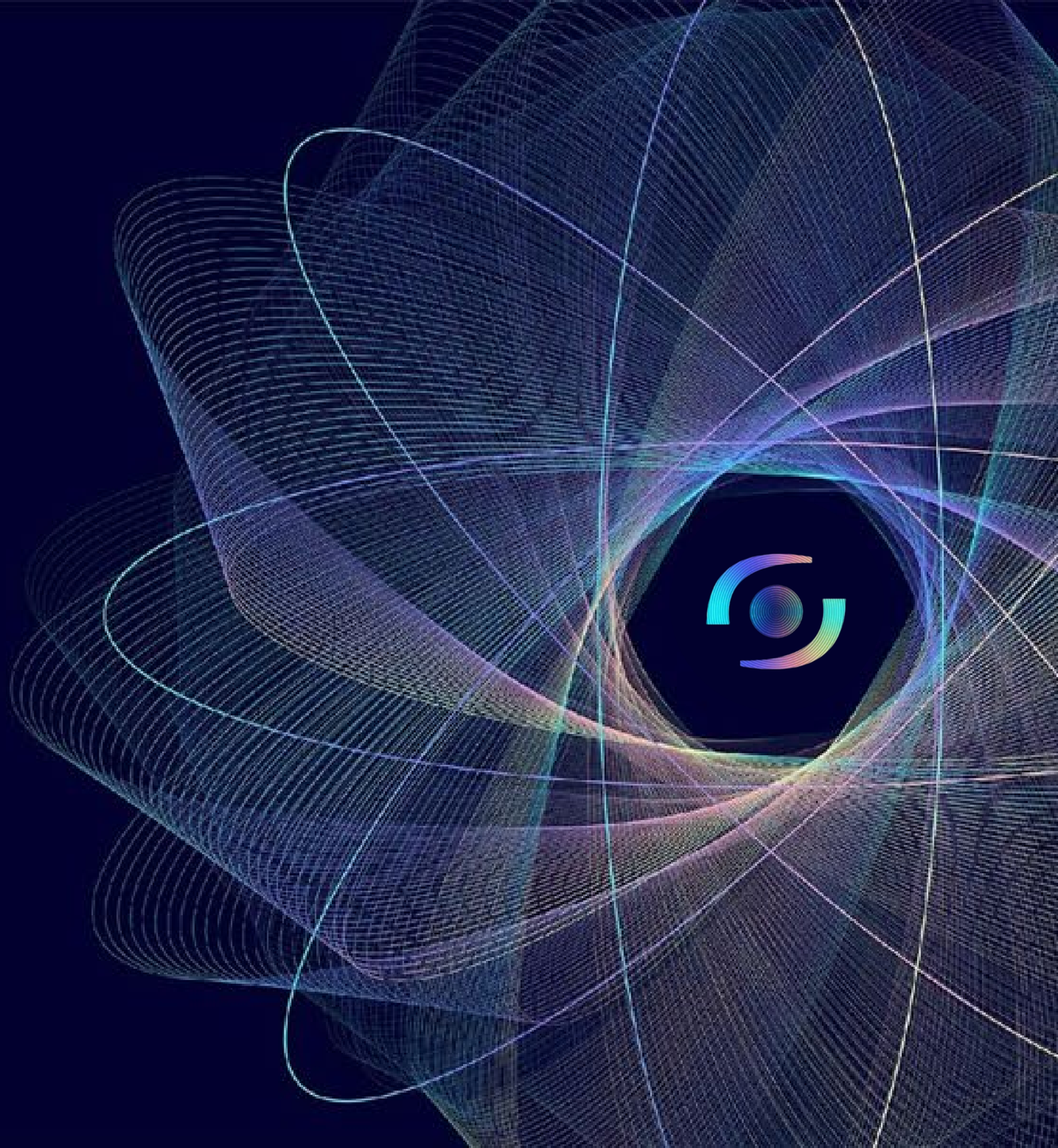
This plugin adds the ability to summarize the timeline items of tickets using the Open AI API.

- Summarize whole ticket timeline
- See cached summaries
- Refresh summaries
- Set AI context & style
- Set AI language
- Choose AI model
- Restrict API usage
- Summarization right management



GLPI by teclib'

GLPI by teclib'

Grazie!

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