



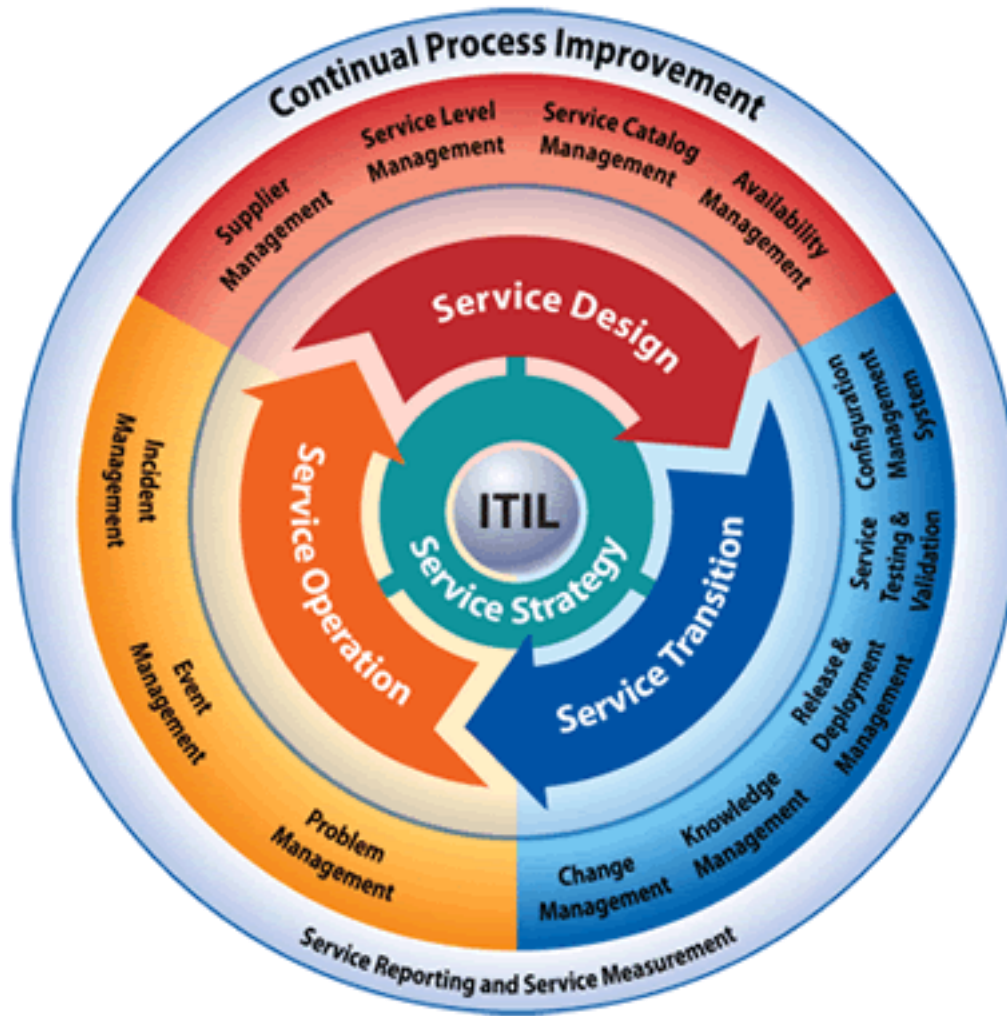
better work, better life

Support Center - OSS || Enterprise

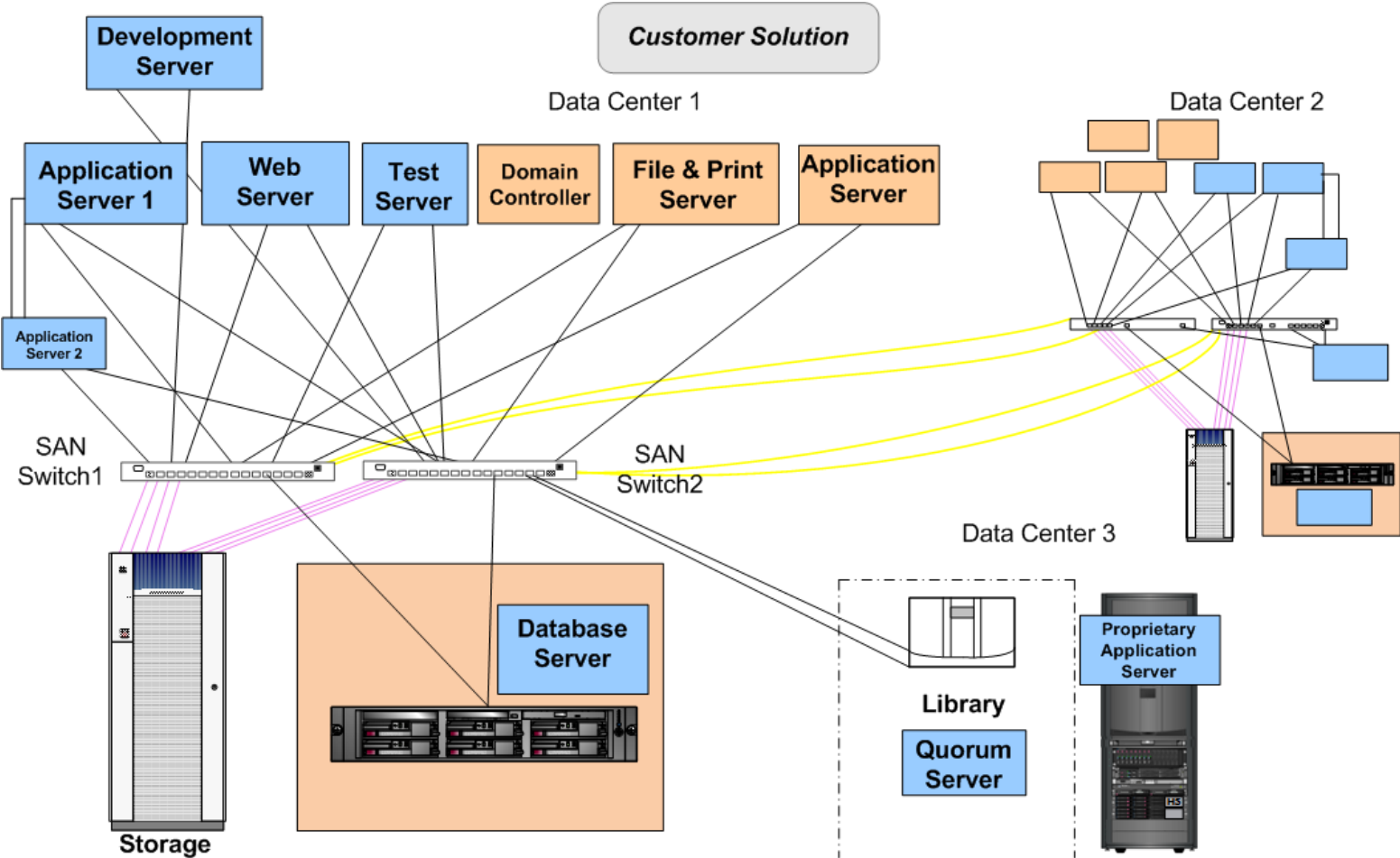
Intro

1. Who are we
2. What we are doing
3. What we will talk about

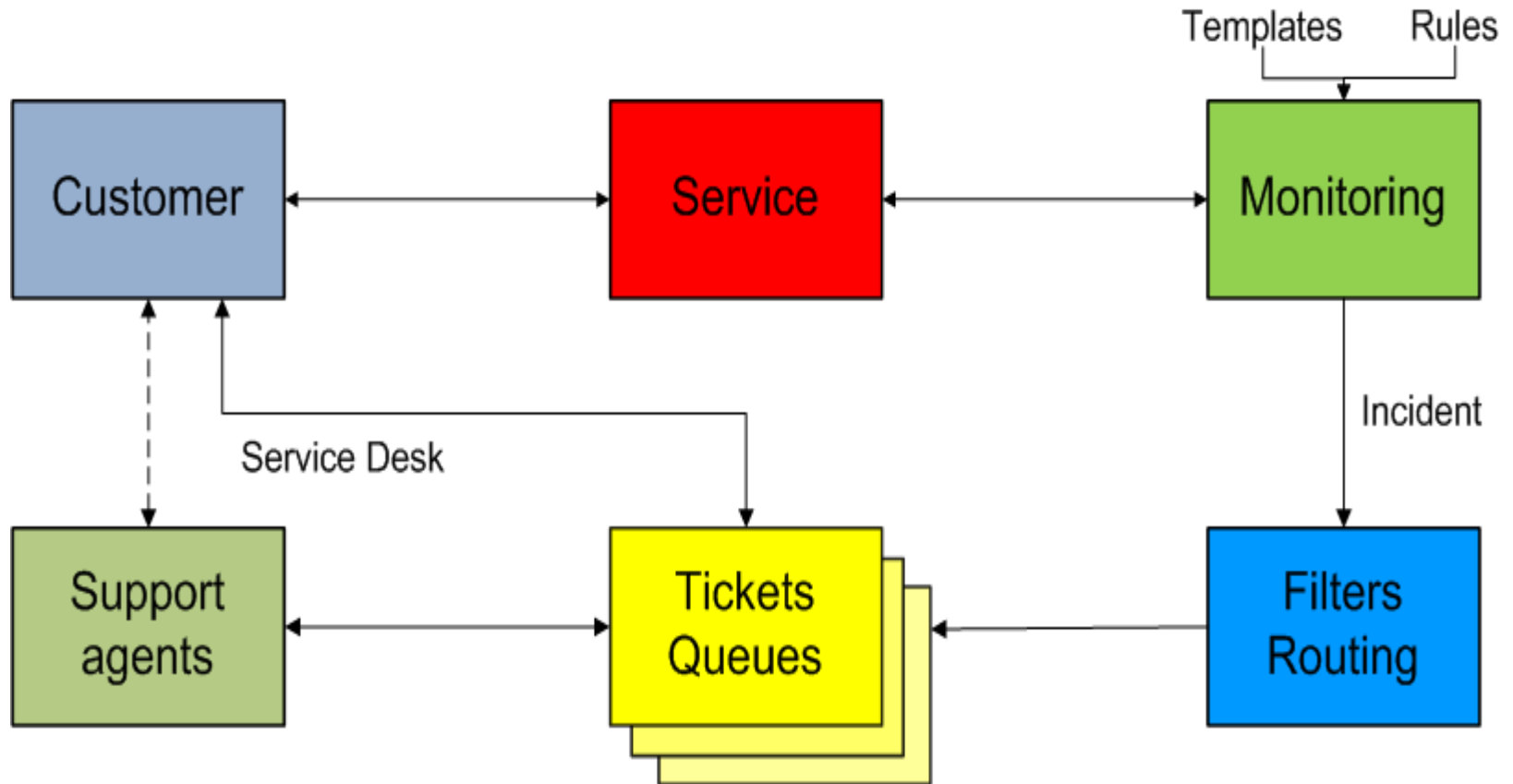
ITSM/ITIL



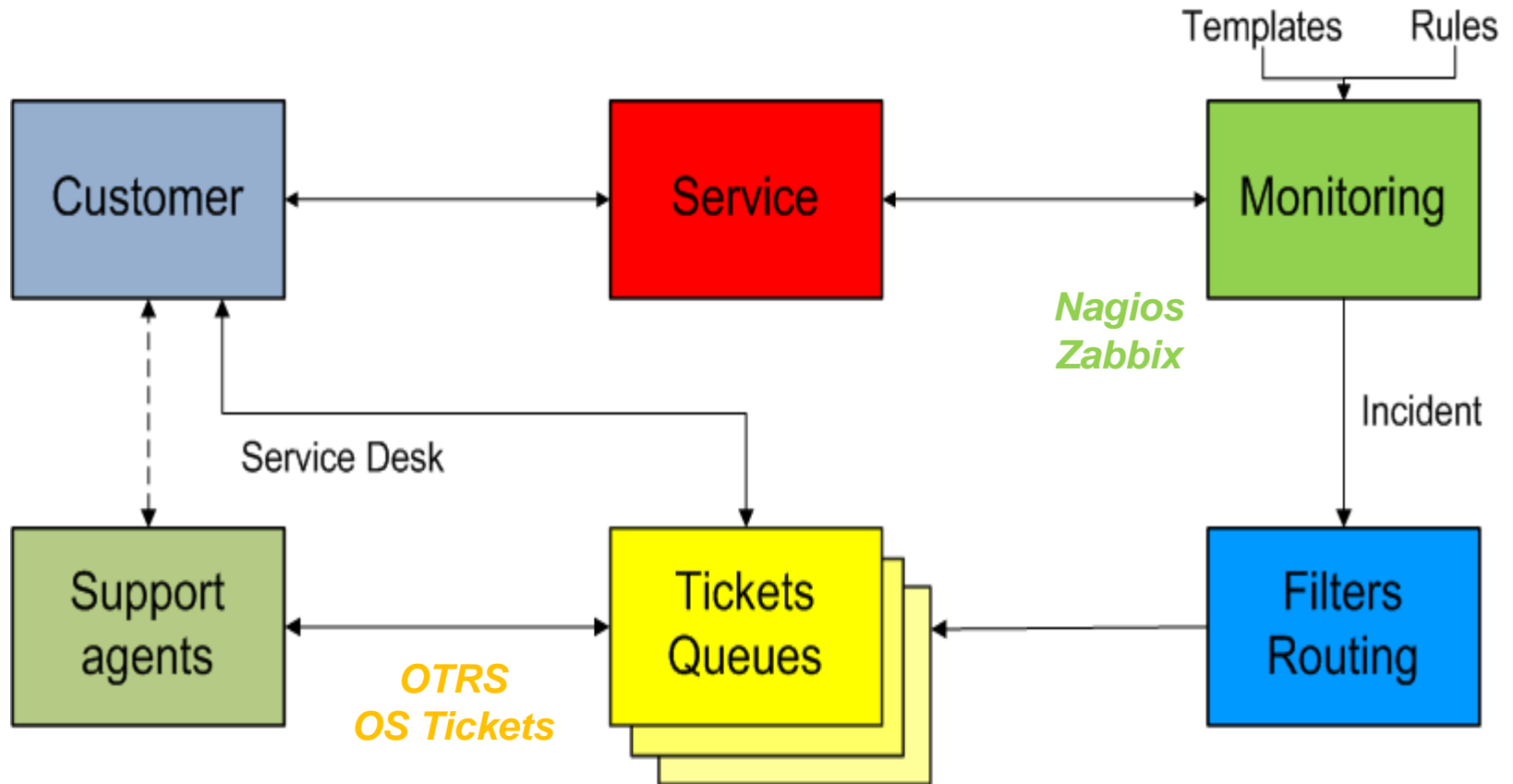
Enterprise or OSS scheme



General life cycle



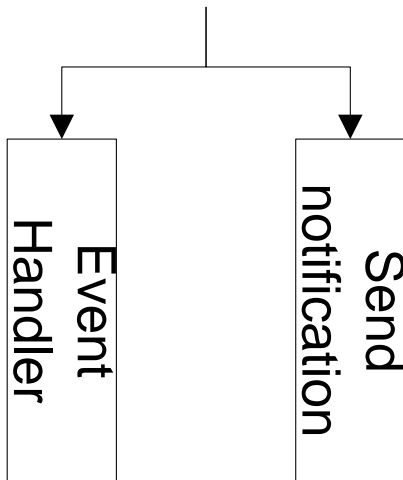
Life cycle with OSS



Monitoring - Nagios | | OpenView

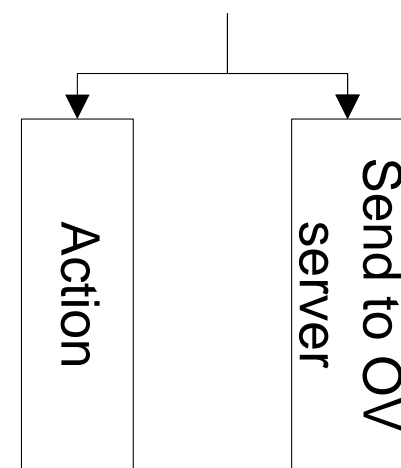
Nagios

Problem



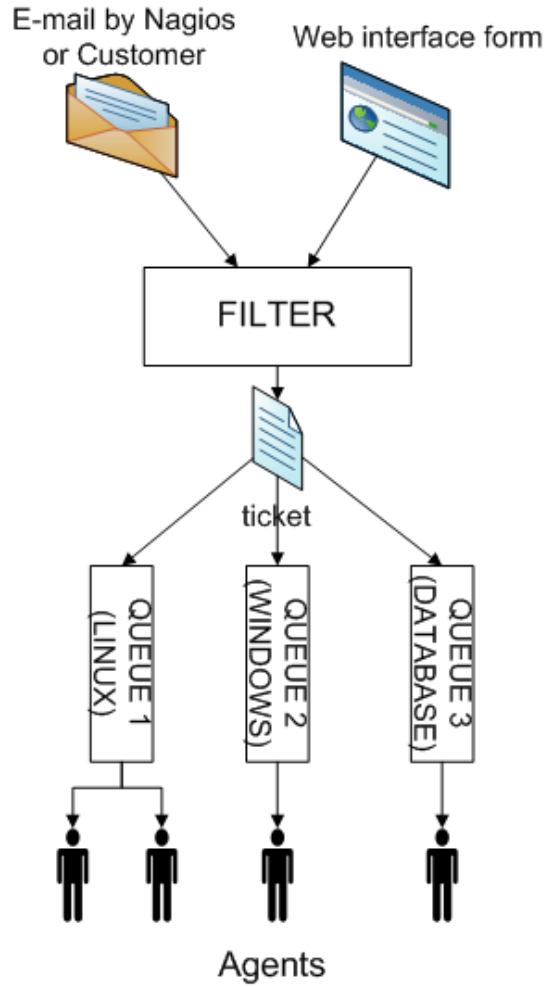
Open View

Problem

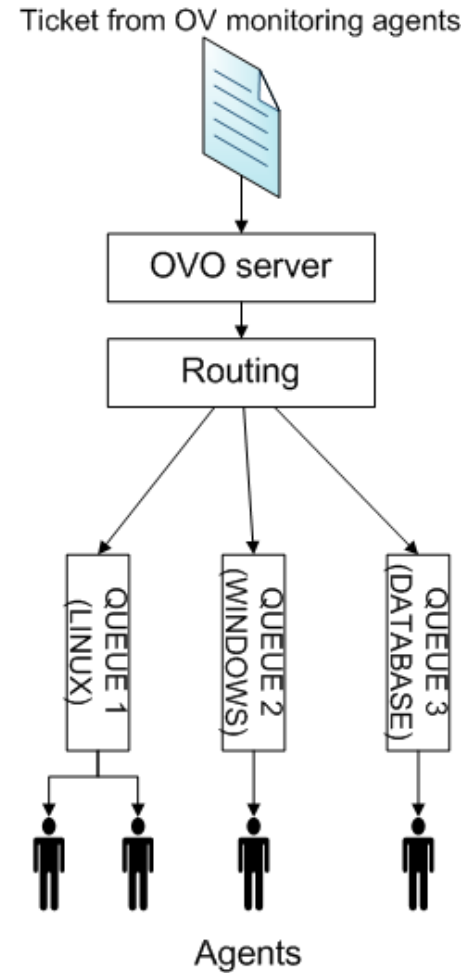


Ticketing OTRS || OVSD/OVSC

OTRS



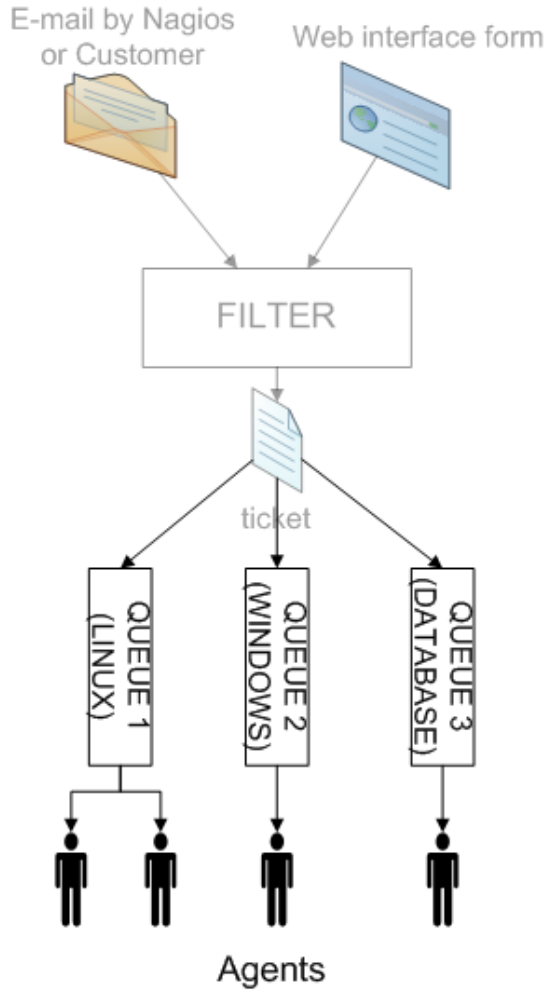
OVSD / OVSC



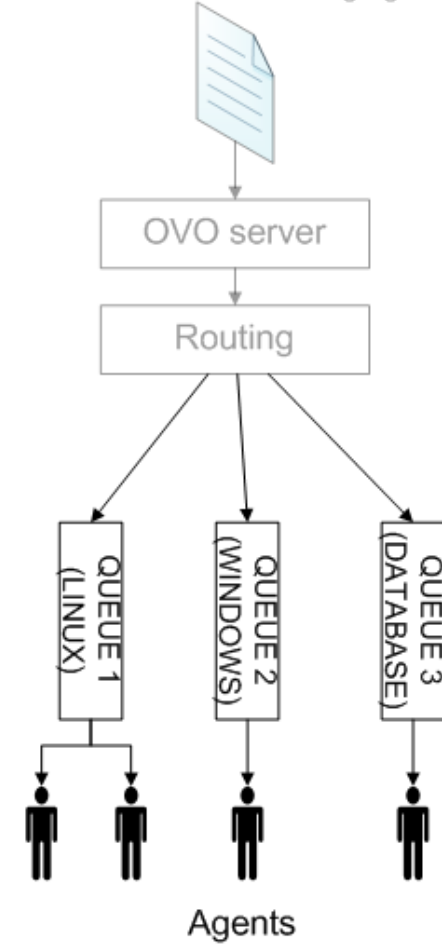
Ticketing OTRS ≈ OVSD/OVSC

OTRS

OVSD / OVSC



Ticket from OV monitoring agents

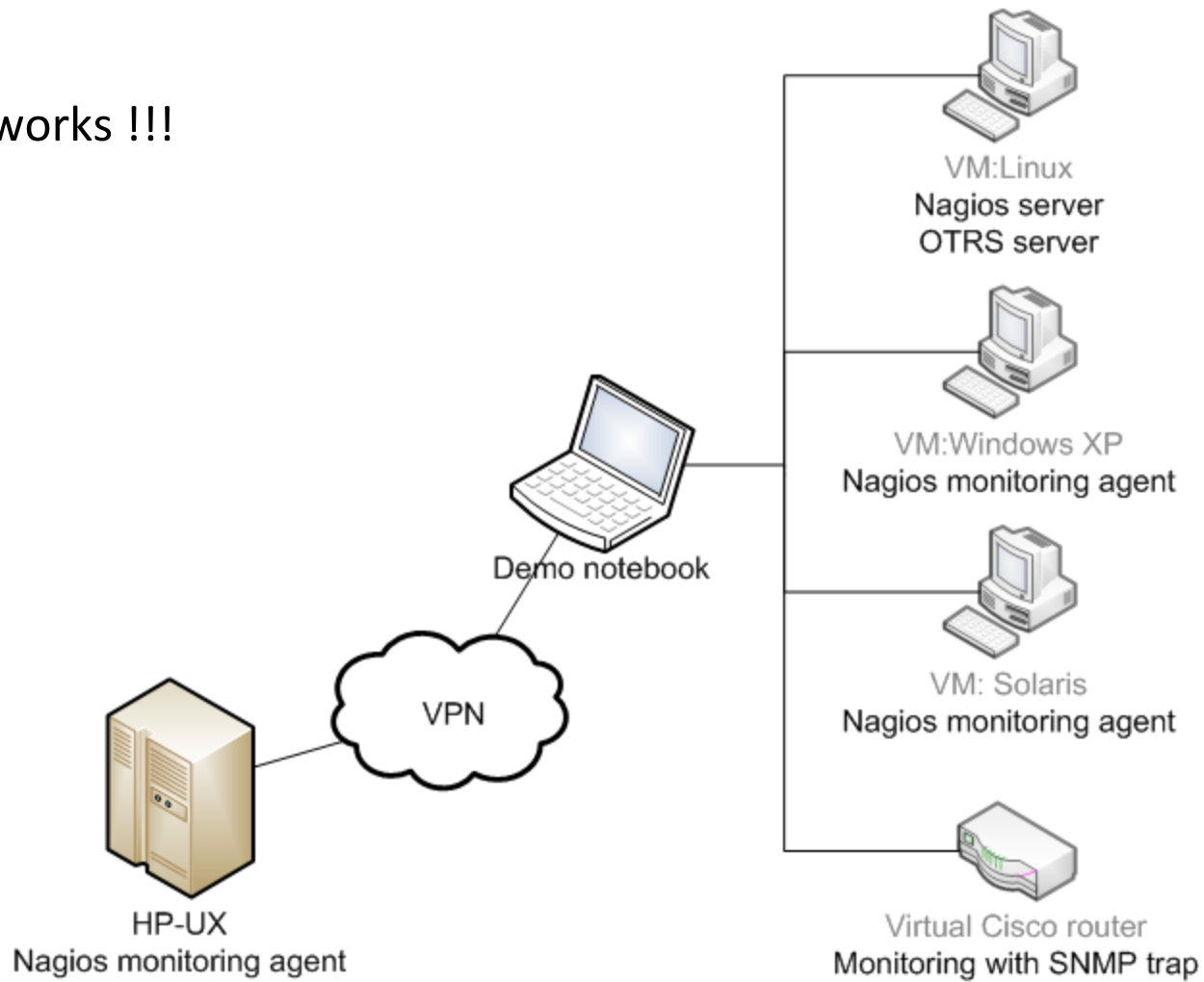


Conclusion

- OSS monitoring and ticketing has more than 90% features coverage compared to paid proprietary source solutions.
- OSS is FREE. Paid solutions cost a lot...
- OSS costs are limited to installation taxes

EXAMPLE

- It really works !!!



Q&A