

dinaptica
success itc

[®]**attend**
CARING FOR YOUR SERVICE

COMPANY PROFILE /

DINAPTICA

Consulting and Systems Integration

SYSTEMS, SECURITY AND COMMUNICATIONS IN THE COMPANY

- IT CONSULTING – Technology consulting oriented to business
- PROFESSIONAL SERVICES – Design and project implementation regarding IT Systems, Security and Communications
- ONSITE SERVICES – Specialized externalization
- OUTSOURCING SERVICES – Technical support, maintenance and IT infrastructure monitoring
- DINACLOUD – Infrastructure, Software and Platform as a Service
- TRAINING – Security, Communications, Disaster Recovery plans, virtualization planning...
- SERVICE DESK – Keep an eye on our service management solutions based on **attend® Solutions & Mobile**

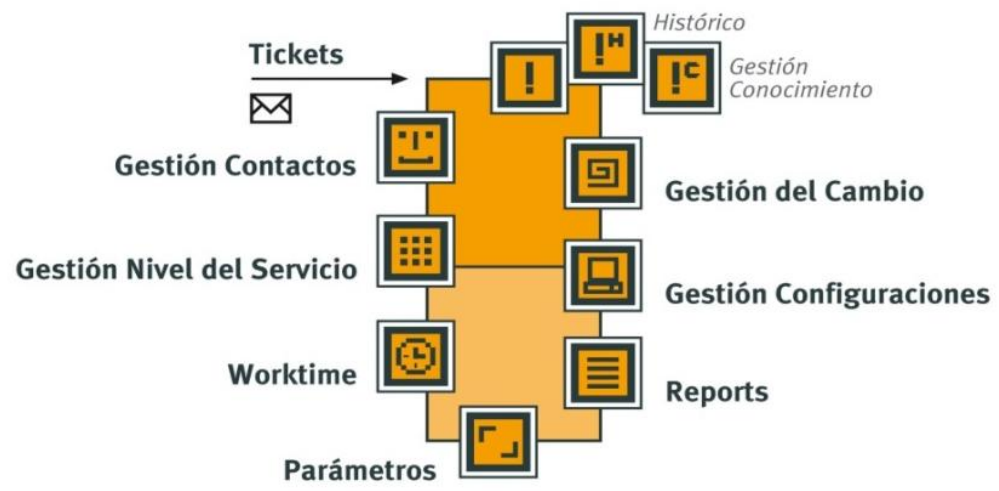


Service Management... beyond the Help Desk

OUR FIRST STEPS UP TO NOW

- Experience from 1992, when the term Help Desk was unknown
- attend® reaches its first apparition on 2000
- Standard and flexible platform, customizable to different company environments (HR, Logistics, Pharma, Projects, Customer Service, Call Center...) without the need to develop anything
- Ideal solution for any company or organization that provides services to third parties, internal or external
- Complete and effective service management through a web browser or mobile devices (Android and iOS)
- Workflow: The request, incident or questions submitted by a customer (internal external), user, citizen, etc., are managed like a ticket that goes through different states depending on the actions over it while it is shared between different participants

Vision



- integración LDAP
- Integración Portal Aplicaciones (Single Sign-On)
- Alertas
- Servidor Escalaciones
- Servidor Notificaciones
- SNMP Interface
- Gestor Buzones Correo
- Reglas de Negocio

attend® Solutions

A SOLUTIONS SUITE, ROBUST PLATFORMS



attend HELP DESK

attend PROFESSIONAL

attend CUSTOMER SERVICE

attend HOSTED SERVICES

attend SALES



attend BUILDING SERVICE

attend COUNCIL

attend PROJECT

attend HR

ANDROID

iOS



Why Dinaptica?

SERVICE PARTNER PHILOSOFY

- Nearest to the client
- Service oriented / Client business oriented
- Known expertise
- Technology as a tool, service as a primary goal
- Service portfolio
- Adaptability
- Responsiveness

We put your ITC infrastructures on value

www.attend-solutions.com



2011
Preferred Partner

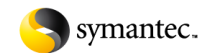


Microsoft
GOLD CERTIFIED
Partner



CITRIX partner

Silver
Solution Advisor



Symantec Silver Partner

SNMPc
RESELLER



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