LOG +

Efficient management of IT resources and services

A SaaS and on-premises application supporting IT and business teams in their daily work

LOG SYSTEMS

About the company

We deliver solutions for IT infrastructure management

We manufacture software for managing IT assets and services (ITAM, ITSM) and for supporting business processes according to ITIL standards. For over 10 years, we have been assisting companies and organisations in the effective use and management of their IT infrastructure. We offer a range of services that enhance the safety of data management including to meet the GDPR requirements and optimise the use of licenses (Software Assets Management) in line with business goals (ROI). We focus on a professional and reliable approach to every customer and a cooperation with highly qualified business partners.

10
YEARS OF EXPERIENCE

+500
CUSTOMERS

+153000
SYSTEM USERS

LOG Plus

LOG Plus is an up-to-date and easy-to-use system developed based on over 10 years of experience in creating solutions for IT infrastructure management.

Mobility

Console available from the browser level, including on mobile devices

Modern GUI

Modern and intuitive user interface

Dynamic development

Possibility of dynamic development of new functionalities

Accessibility

Quick managerial access to important information

Multi-language support

Full support for a multi--language version of the system

Integration

Extended API in the system

SAM, CMDB, HELPDESK

The market offers many IT solutions that support day-to-day work of all company departments. Specialised solutions for maintenance teams, administration or HR personnel are installed on thousands of computers. With a growing amount of equipment and software, a smooth and clear management of assets and licenses becomes a challenge, especially in the case of SaaS applications.

SAM (Software Assets Management)

The analysis of software usage and consumption is the basis for an efficient and secure business. Optimise the costs associated with the use of systems regardless of the model in which they were purchased, e.g. SaaS or on-premise.

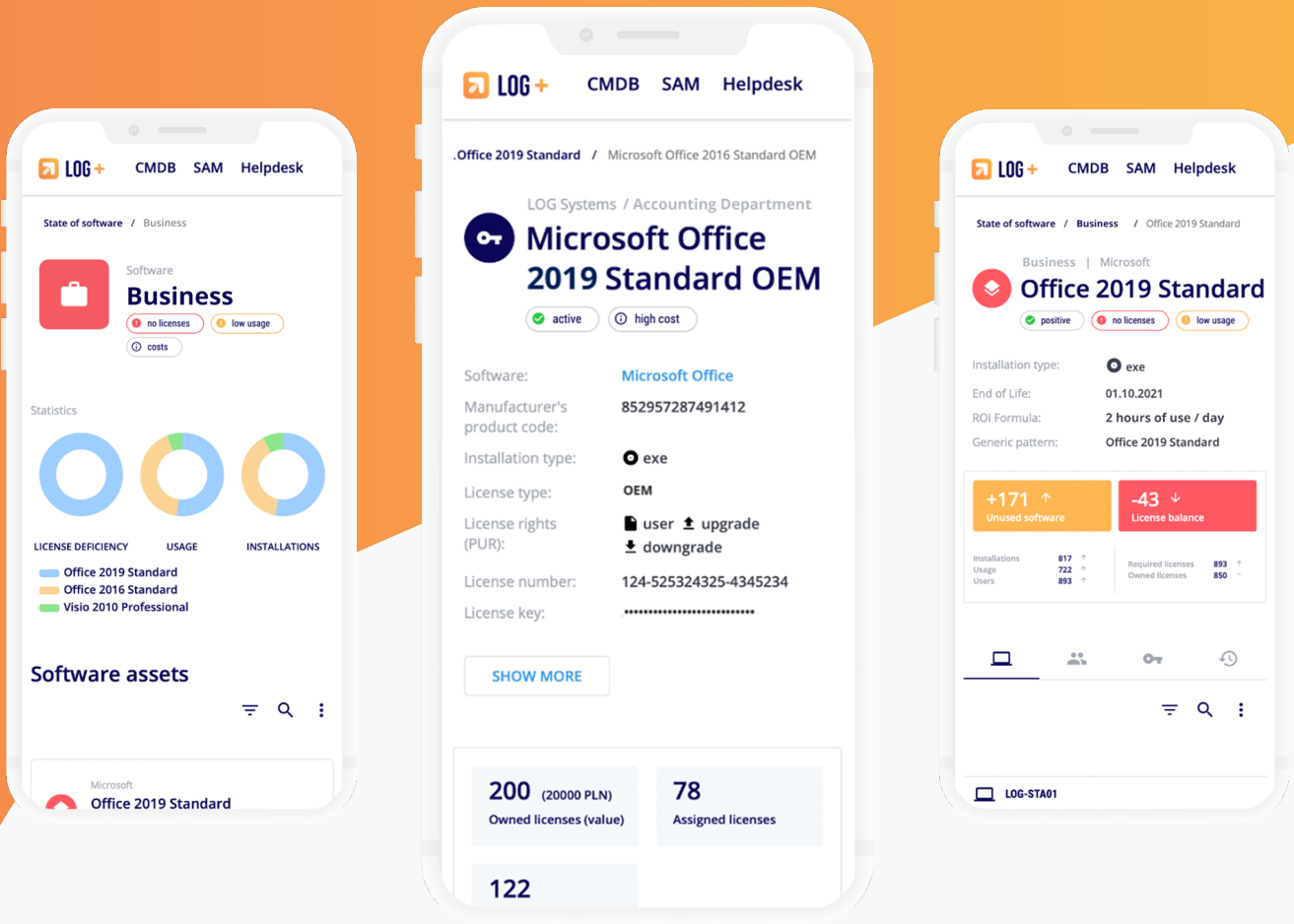
CMDB (Configuration Management Data Base)

The database configuration module is an integral part of SAM. With its help, you can more easily connect and build relationships between IT resources, software and its users in your organisation.

HELPDESK (FlowBoard)

LOG Plus is integrated into the modern and intuitive ITSM class system – FlowBoard. This means that you can complete all the tasks and processes of your organisation in one browser window.

Modern and intuitive user interface



Analysis of licenses and use of the software

Software Assets Management

SAM in LOG Plus allows for proper settlement of licenses, even those located in the cloud. The solution streamlines management and optimises software maintenance costs.

Test your software consumption

SAM allows you to examine the key factor for licenses, software consumption (level of wear). The index enables full control of the licenses used by employees. It will inform you about e.g. the demanding for particular licences or about the percentage of people using the software on a particular day and at a particular time.

Ensure data security in cloud systems

The SaaS systems play an active role in data processing, so they should be adequately monitored. As the manufacturer of LOG Plus, we strive to deliver a solution that combines the capacities of SAM and GDPR. A high level of license conformity enhances the security of the organisation.

Make key business decisions (ROI)

LOG Plus was designed so that its dashboard is intuitive also for the managers. A clear data presentation considerably facilitates the process of making key business decisions.

According to analyses conducted by Microsoft, organisations that implement the SAM program reduce IT spending by up to 30% per year!

We have been operating on the market of SAM license audits since 2001. We have the Microsoft Data Platform competency at the Silver level. This competency confirms high skills in designing and implementing databases, data warehouses and additional solutions based on the Microsoft SQL Server system.

Choose one of the SAM Optimisation packages and start using your resources more efficiently!

SAM Baseline	SAM Optimisation
We scan software installed on computers and servers in the client's company. Then we will perform a license inventory to compare them with your software. At the end, we prepare an analysis of data ending with a report on the work performed.	Based on the results of a previous SAM Baseline audit, we recommend optimisation of licence expenditure in the customer's company. We provide knowledge on new purchase methods, take into account the relocation of resources, and check the lack of licenses.

Management of all company resources

CMDB (Configuration Management Data Base)

Efficient management of IT assets and services within an organisation. Accurate configuration data and thus a solid base for incident management.

Recourses management is an integral part of the SAM in LOG Plus. The module allows for recording and managing the entire life cycle for a large amount of resources. It will help you easily introduce new resources to the system, interlink them and build relations. Additionally, with standardised introduction of data into the system (based on dictionaries), the asset information will be presented clearly.

The tool helps to monitor the status of end devices, software or documentation. It also makes it possible to identify the dependencies between processes, employees, applications and IT infrastructure. As a result, the IT Department gets data and information relevant for detecting and addressing incidents concerning IT infrastructure.

Benefits of the CMDB module

Cost optimisation

Integration of the IT processes relating to configuration may reduce the workload of IT personnel and, consequently, contribute to cost optimisation.

Data security

Smooth and effective management of IT environment and infrastructure improves data security in an organisation.

Control

The right configuration management strategy helps to improve control over IT infrastructure.

Assistance in decision-making

The estimation of assets and the monitoring of their efficiency provide more confidence when making decisions regarding service level and help streamline risk management by reducing downtimes.

Integration

It enables the integration of internal processes in a company such as incident or issue management, which are based on current entries in the configuration database.

Simple reporting of problems and tasks

Helpdesk (ITSM)

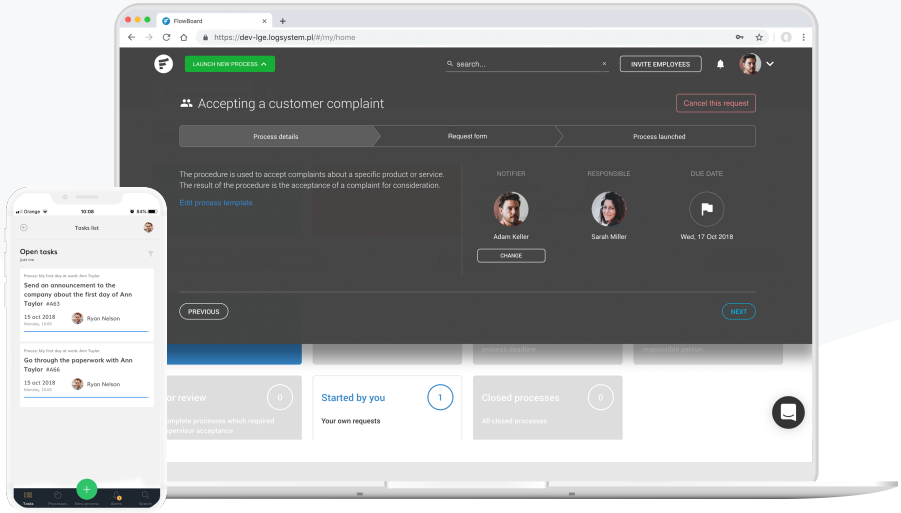
Manage IT Services (ITSM) and back-office tasks.

FlowBoard is an ITSM tool that combines ServiceDesk and Helpdesk functions. It does good in performing repeatable actions related to back-office and other business departments where request response time is crucial (e.g. SLA, GDPR). It streamlines the work of the organisation by assigning tasks to appropriate people. Available in SaaS and on-premises models.

Among others, the application allows to quickly grant or revoke permissions or report any issues or services. Based on process templates, FlowBoard will assign appropriate process tasks to persons having relevant competence.

ITSM trends

According to ResearchAndMarkets, the market of ITSM systems in 2018-2022 will grow year to year by 8.8%, with the cloud-based ITSM developing most dynamically. The need to adapt ITSM systems to user demands imposes on their suppliers certain requirements regarding priority functionalities. Additionally, the ITSM systems are more and more eagerly used by business departments.



We offer access to ready-made process templates!

In the LOG Plus application, you receive a package of 50 ready-made processes which are most popular in companies. Additionally, with the use of new Helpdesk (FlowBoard) solutions, it is possible to introduce your own templates without any IT expertise.

Benefits of having the Helpdesk (ITSM) module

Coordination of task execution times

Supervision over task execution time with regard to the set priorities, SLAs or legal requirements (GDPR). FlowBoard will automatically assign the task execution time.

Request execution status

Cooperation within the application allows for monitoring the completion of each individual stage of the task. It ensures a continuous control of the level of process execution.

Licensing

Basic licence

Our Basic LOG Plus license is above all the possibility to manage your IT infrastructure via a web browser. The licence provides access to the CMDB module, and the system agent gathers information about the computers, servers and mobile devices in your organisation.

In order to simplify the method of calculating the cost of a licence, we assumed one factor to calculate its configuration, i.e. the number of employees. Based on that number, the system suggests parameters for selected modules. An extension of the license allows for adjusting the software to individual requirements of your organisation.

Modules Licence

Adjust LOG Plus to the needs of your organisation by choosing additional functionalities complementing your Basic licence. The suggested modules provide support to technical or business teams.

Available modules

- CMDB (required)
- SAM (Software Assets Management)
- GDPR
- ITSM (FlowBoard)
- ITSM (FlowBoard) mobile app
- Identity Management (IdM)
- Data warehouse
- Monitoring
- Remote management

Public and governmental institutions

References

"Owing to a satisfactory collaboration, since May 2015 the Ministry of Sport and Tourism has been continuously extending the software functionalities and using the technical support by LOG Systems."

Piotr Dobrzyński, IT Manager, **Ministry of Sport and Tourism of the Republic of Poland**

Ministry of Sport and Tourism - Polish ministry headed by the minister of sport and tourism. To his main tasks remain the development of universal and competitive sport as well as supervision over all sports associations.

"The system turned out to address our needs (...). We would like to recommend LOG Systems, which is an experienced and trustworthy business partner. We also want to emphasize the professionalism and high quality of their services."

Anna Wierzbicka, p.p. IT Department Manager, **City Hall of Łódź**

City government of Łódź - city in central Poland with approximately 690,000 inhabitants. Academic center (6 public and 22 private universities), cultural and industrial.

"LOG's software has become the main tool supporting the management of IT resources, licenses, and the helpdesk."

Łukasz Rakocki, IT Specialist, **Municipality of Pokrzywnica**

Municipality of Pokrzywnica - the commune is located in the north-eastern part of Poland. It is characterized by a developed level of agriculture and high natural values. It constitutes a unique richness of fauna and flora.

Commercial enterprises

References

"Deploying the system (LOG, SAM, GDPR Registries) at such a large organisation as PKP Cargo S.A. required appropriate preparations and an adequate approach by the implementing specialists from LOG Systems. The project was carried out according to schedule, and all the works were completed properly and as expected."

Radosław Kłosowski, Project Manager, ICT Office, **PKP Cargo S.A.**

PKP Cargo Group - is the logistics leader in Poland and one of the leading logistics groups in Europe, providing professional management of an integral chain of logistics services.

"We should also mention the module supporting license management (Software Asset Management – SAM), which turned out to be equally irreplaceable for the organisation to show an adequate security level and the focus that Rawlplug put on software security and legality."

Sebastian Węgrzynkiewicz, IT Support Manager, **Koelner Rawlplug IP**

Koelner Rawlplug IP - is one of the leaders' fastening manufacturers in Europe and worldwide. It has its headquarters around the world, including Poland, Great Britain, Sweden or Africa.

"The staff from LOG Systems shows knowledge, a professional and individual approach to clients, and an admirable care when it comes to contractual technical support."

Grzegorz Dubiel, IT Director, **Black Red White**

Black Red White - leading furniture manufacturer in Poland witch branches in Poland, Slovakia, Ukraine and overseas (United States, Canada).

Europe
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