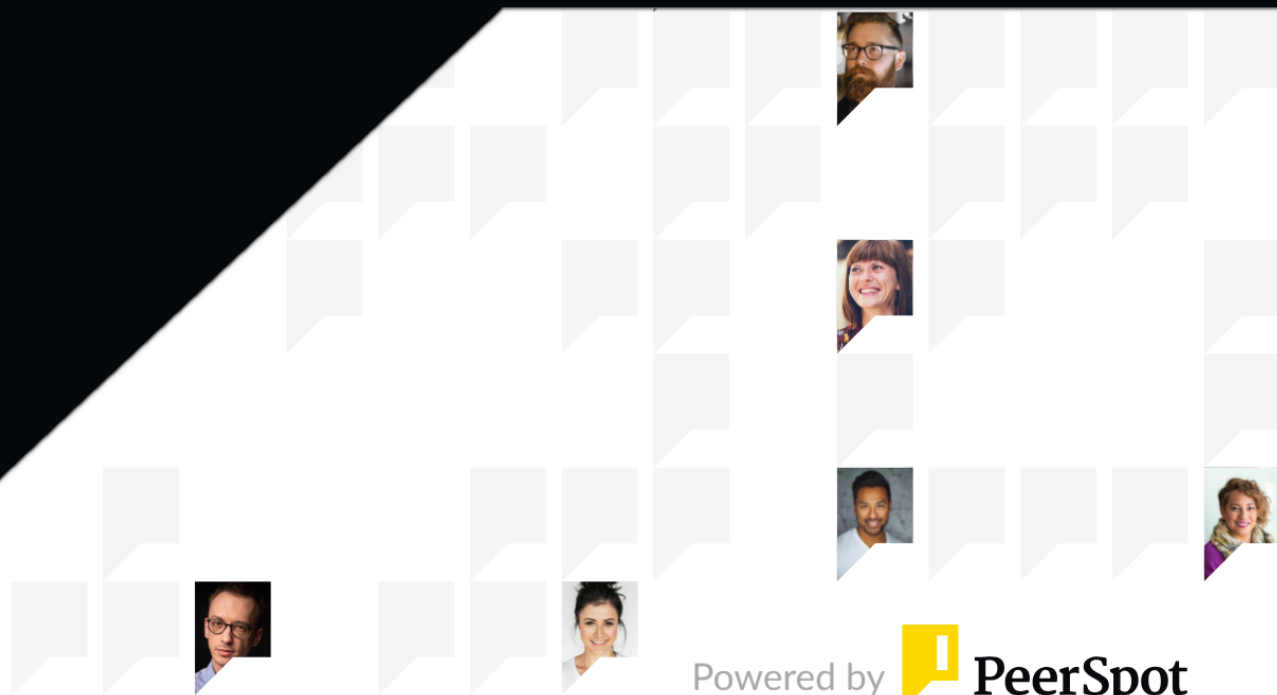




GLPI by Teclib

Reviews, tips, and advice from real users



Powered by  PeerSpot

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Product Recap



GLPI by Teclib

GLPI by Teclib Recap

GLPI by Teclib focuses on asset management and ticketing, utilizing agent-based asset tracking and offering integration with systems like Active Directory. It also serves as a CMDB, supporting functions such as financial and contract management alongside project tools and network monitoring.

GLPI by Teclib is leveraged for its comprehensive ITSM capabilities, allowing organizations to manage assets and support tickets effectively. It offers integration with LDAP and Active Directory for seamless asset tracking and ticket management. Financial tracking, contract management, and project tools bolster its functionality, while network monitoring and software inventory provide additional insights. Customization through plugins enhances its adaptability, operating efficiently across Linux servers. Despite challenges like plugin management and PHP issues, improvements in features such as communication error handling and permission flexibility can enhance its IT operations further.

What are the key features of GLPI by Teclib?

- **Asset Management:** Tracks and manages company hardware and software assets efficiently.
- **Ticket Management:** Streamlines user support through well-structured ticket handling.
- **CMDB:** Offers a centralized configuration management database for IT infrastructures.
- **Financial Tracking:** Monitors expenditures related to assets and IT services.
- **Contract Management:** Simplifies tracking and managing vendor contracts and SLAs.
- **Project Tools:** Assists in managing IT projects with integrated tools.

What benefits should users consider in reviews?

- **Customization:** Adapts to team needs with extensive plugin support.
- **User Experience:** Provides a comprehensive interface, enhancing ease of use.
- **ITSM Flexibility:** Automation and notification features streamline workflow.
- **Stability:** Promotes organized IT operations with robust tracking.
- **Data Visualization:** Offers insightful data presentation for informed decision-making.

GLPI by Teclib finds application across industries for its extensive ITSM functionalities. IT departments in healthcare, education, and finance sectors rely on it for efficient asset management and support ticket handling. Its role as a CMDB aids organizations in maintaining detailed records of their IT environments, while financial tracking and contract management functionalities cater to stringent compliance and regulatory needs. Educational institutions leverage GLPI's project management and network monitoring capabilities to oversee IT services and infrastructure effectively.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“The product is very easy to deploy.”



Dexter De Torres

ITSM Manager at Stratpoint Global Outsourcing, Inc.



“GLPI helps with tracking device assets. For example, when I assign a laptop to an employee, the GLPI agent installed on the client device gathers detailed information about it.”



MohamedAdel00

Sr System Development Engineer at Blueprint-360



“The tool's most valuable features include UI, visualization, and data scraping.”



Mahesh Pansare

Linux Administrator at Magna International



“The best feature for me is the power of customization, allowing us to add extensions from each place of GLPI.”



Julio Cesar De Faria Junior

IT Security Admin at MeedBr



“The most valuable features of GLPI are its ITSM capabilities, including ticketing, automatic tasks, plugins, and notification systems.”



Ahmed ACHOUR

General Manager at Beyond IT Services



“The most valuable features of GLPI are asset management, asset tracking, asset reporting, and ticket management. We use it as a configuration management database (CMDB), which is very useful for impact assessment and change management. The license management feature is also beneficial because it is bundled with asset management. When an agent reports a certain set into the database, all the software running on that host or server is assessed, collected, and reported. This makes license management very useful. Since implementing GLPI, we've noticed that our IT operations are more stable. The tool allows us to manage changes in the environment more effectively by creating change requests for assets. GLPI supports our processes, allowing us to organize IT operations with custom forms and workflows, making it quite flexible. Although the deployment is still in progress, we see significant benefits in organizing our IT processes with this tool.”



Viktor Nagy

Owner at Infrasec



“The product is user-friendly.”



Rhanna Henriques

Software Quality Assurance Analyst at a tech company with 201-500 employees

What users had to say about valuable features:

“The best feature for me is the power of customization, allowing us to add extensions from each place of GLPI. We can use the same tools for different teams by adding specific customizations for each team, without needing entirely different tools..”

Julio Cesar De Faria Junior

IT Security Admin at MeedBr

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“The solution enables users to personalize it. I had to learn a lot about it, but I had complete control of the code and the server. I could personalize the tool to suit our company’s needs. It was a good project. I used the tool early in my career.

I learned about servers and personalization using GLPI. It was a very helpful experience. We need a little bit of knowledge to use the system. We can study and get on track. The product is user-friendly. I can personalize the tool and make it user-friendly. My colleagues liked the solution a lot. They still use it..”

Rhanna Henriques

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Software Quality Assurance Analyst at a tech company with 201-500 employees

“GLPI helps with tracking device assets. For example, when I assign a laptop to an employee, the GLPI agent installed on the client device gathers detailed information about it. If the employee leaves the company, the asset tracking continues, making reassigning the device to a new employee easy.

Additionally, if I need to repair or upgrade the hardware or software, GLPI offers features to calculate the cost of these new assets, such as a hard drive, RAM, or motherboard repairs. All these details are tracked within the asset management solution..”

MohamedAdel00

[Read full review](#) 

Sr System Development Engineer at Blueprint-360

Other Solutions Considered

“We evaluated ServiceNow and Jira, but decided on GLPI due to financial constraints. Our company simply doesn't have the resources to fund tools like Jira or ServiceNow, which can cost tens of thousands of euros per year for the required licenses. .”

Viktor Nagy

Owner at Infrasec

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Use Case

“We use GLPI as the agent-based asset management. We can deploy the agent through Active Directory or software distribution policies and collect the results in GLPI, storing them in the database. .”

Viktor Nagy

Owner at Infrasec

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“We use GLPI as an ITSM system for ticketing, tracking technical support systems, and inventory management. It is deployed to handle customer requests, such as email requests or service requests, and phone calls from customers to create tickets..”

Ahmed ACHOUR

General Manager at Beyond IT Services

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“I work directly with some customers, and, in general, consumers. We attend to some people, however I mostly attend directly to the employees of my company. We started using the product in 2018 and we use it for various purposes, including customizing it for our company's needs with optimized fields and additional sessions..”

Julio Cesar De Faria Junior

IT Security Admin at MeedBr

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“GLPI has provided many solutions, such as asset management and a ticketing system. My manager has been discussing ideas for improving our ticketing and asset management systems. It is open-source and offers both solutions in one package. It supports development through plugins, allowing integrations like network monitoring, backups, and report generation in PDF or Excel formats. The asset management features are impressive; for example, it can schedule racks and devices and treat network devices as assets..”

MohamedAdel00

Sr System Development Engineer at Blueprint-360

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“I have been using the solution in my company since I was with a bank here in the Philippines. In the bank, we initially used the tool for our asset management. We encode our assets, such as servers, network devices, laptops, and desktops, in the system, wherein it is somehow a CMDB sort of configuration management database. We are initially looking for a ticketing system as well. The bank already has its own ticketing system, ServiceNow, so we did not use that functionality from GLPI initially. When I was transferred to a manufacturing company related to the electronics business in the Philippines, some European nations, and US countries. I introduced the GLPI ticketing system and used it for the company. We use the tool's open-source version, not the paid one. It can also be used for problem management, change management, and basic ticketing. As I was transferred to other companies, I worked for a software solutions provider, wherein the main function of the team that I worked for was end-user support. We just had to handle tickets coming from the end users, meaning just our co-employees or colleagues requesting support for hardware issues. We also used the system for some financial management because we needed to know the history of the assets. The tool also has a feature to include suppliers of the assets. We can also attach the contracts, like a maintenance agreement, to support the assets. We can also track the expiration of the maintenance agreements in GLPI. As we can input suppliers here, we can also add their contacts. We use GLPI and our vendor database for future purchases. Since we can include or encode assets, we also use the tool as a software inventory. In the tool, we have added Windows licenses as well as other subscriptions in order for us to track the subscription and life cycle, so we can check if it is on a monthly basis that we have to pay the subscription fees or after the expiry of the licenses. The tool also has project management functionality, but we only use this for our internal team project, not as an enterprise project management solution. The tool has a Kanban board, Gantt charts, and timelines. It can also be used to remind the project teams and send some alerts via email. It can also produce reports. If there are some special needs of the project team that we cannot provide because we are just using an open-source tool, with which we cannot have a subscription for support, we cannot customize anything. Internally, within the IT support team, we were able to use the tool to track our internal projects with the basic functionality or a basic setup process that we used for project management. Some of the default functionalities

are used to manage the system. The tool also has a user database, so we can integrate it via LDAP or Active Directory to log in using the user database. Plug-ins can also be used to connect if you have Google Workspace or Office 365 accounts, and you can also integrate them, but that will come with a price and is not free. So far, how we use GLPI is actually more on the base functionality or the free versions, and we work around it. If there is a limitation, then we accept it and do it manually. So far, the tool has helped us a lot. The tool saves money because it is free. We are not paying for the license, but we are still paying for the server where it sits. GLPI is compatible with any Linux OS, and we have implemented it on AWS. In our company, we have a Linux server on the cloud, where GLPI works fine..”

Dexter De Torres

ITSM Manager at Stratpoint Global Outsourcing, Inc.

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“The initial setup of GLPI is not difficult at all. With the help available on the website and clear documentation, it is easy for IT professionals to implement the solution. I would rate the ease of initial setup as eight or nine out of ten..”

Ahmed ACHOUR

General Manager at Beyond IT Services

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“The installation process is quite simple. You can get a direct image option from the AWS Marketplace. After that, you'll need to configure some basic settings, like the administration account, and you'll be ready to go..”

Mahesh Pansare

Linux Administrator at Magna International

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“The initial setup is straightforward. I use GLPI with Docker, needing just a container to start the project. It's relatively easy to set up and start using in the browser on a Linux machine..”

Julio Cesar De Faria Junior

IT Security Admin at MeedBr

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“The product is very easy to deploy. For our team, who have a skill set in Linux and web server administration, it is easy and simple to load it to your server and run the wizard, and then it will automatically configure all the settings, including the database. It will initialize the database, and then you can just fire it up and log in. There is a default admin account, but you can reset the password after the setup and then import all the users, and then you are good to go. If you need to migrate data from an old ticketing system to GLPI, it will be a challenge because we need to somehow have a way to export the data from your old ticketing system to the database..”

Dexter De Torres

ITSM Manager at Stratpoint Global Outsourcing, Inc.

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“The basic setup of GLPI is very easy. Customizing it to suit your needs is a different case, but even in the long run, it doesn't require more than a medium effort.

For a mid-sized company like ours with around five hundred employees, the full deployment for workstations and servers takes about ten days.

I'd rate the setup a seven out of ten in terms of ease.

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Viktor Nagy

Owner at Infrasec

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Customer Service and Support

“I mostly use community forums for support. I haven't used the paid technical support, but customers who work with integrators find the support satisfactory..”

Ahmed ACHOUR

General Manager at Beyond IT Services

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“The technical support from GLPI is excellent. I frequently solve issues using their management and reporting tools, which are very effective. PeerSpot's support also provides great assistance..”

Julio Cesar De Faria Junior

IT Security Admin at MeedBr

[Read full review](#) 

“It is an open source software with a good and big community around it. You can find help if needed, and there's also the option to purchase support. We haven't tried purchasing support..”

Viktor Nagy

Owner at Infrasec

[Read full review](#) 

Other Advice

“I recommend GLPI for its useful features in an MSP environment. It is a very appreciated product, especially as an open-source solution.

I'd rate the solution eight out of ten..”

Ahmed ACHOUR

General Manager at Beyond IT Services

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“I had a rich experience with GLPI. I learned a lot from it. Many organizations use the solution to control their technology.

Overall, I rate the solution a nine out of ten..”

Rhanna Henriques

Software Quality Assurance Analyst at a tech company with 201-500 employees

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“If you're considering using the tool for the first time, my advice would be to consider your options. It can be a bit complex to deploy initially, and simpler alternatives like Zendesk might be easier to set up and use. However, once the solution is set up, it runs smoothly without major issues. I rate the product an eight out of ten. .”

Maresh Pansare

Linux Administrator at Magna International

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“

I always suggest starting with an open-source tool like GLPI for process improvement. Open-source tools can support basic or even moderately complex processes, making them suitable for starters. Once you become more mature, you can consider purchasing something like Jira or ServiceNow. Initially, it's more important to document processes and have a tool to support the basics than to invest in an expensive commercial tool. Overall, I would rate it nine out of ten.

Viktor Nagy

Owner at Infrasec

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“I previously created a file-sharing system with failover because I had issues with the internet and VPN connections. GLPI helped me monitor the network devices, particularly the network card. By monitoring this card and using pings to check the server's connection, GLPI will notify me by email if the server goes down. This allowed me to anticipate problems with the server and set up failover connections to another server.

GLPI can run on both Linux and Windows Server, and it's built using PHP. It also supports virtual systems. Developing in GLPI is straightforward, making it accessible for beginners and experienced developers. It offers many features, including asset management and a ticketing system within one platform. GLPI has a strong future, especially when considering integration with DevOps tools, and I highly recommend it for any company.

Overall, I rate the solution an eight-point five out of ten..”

MohamedAdel00

Sr System Development Engineer at Blueprint-360

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“I recommend the tool to others, especially to those who are, you know, cost-conscious because I have evaluated a lot of help desk systems, ticketing systems, or IT asset management systems that cost a lot. The tool's usability includes all the features that are aligned with the ITIL standards. Somehow, it will address all of the compliance requirements as well because, in my experience, the first thing that the auditors look for are inventories. With inventories, it is a centralized environment for your ticketing report, asset inventory, and financial management.

The tool is simple to use because once the system has been configured to somehow create forms if they are filing a support ticket, the system can actually guide the users on how to file a ticket. It is a straightforward tool to use. You will be asked certain questions that are related to your concerns. You won't have any issues creating tickets to be submitted to the IT team. I think the most important is if you know how to use an email, the tool is very similar to that, and it may seem like you are just browsing Facebook, for that matter. Even Facebook is more complicated, but GLPI is very easy to use.

I rate the tool a nine out of ten..”

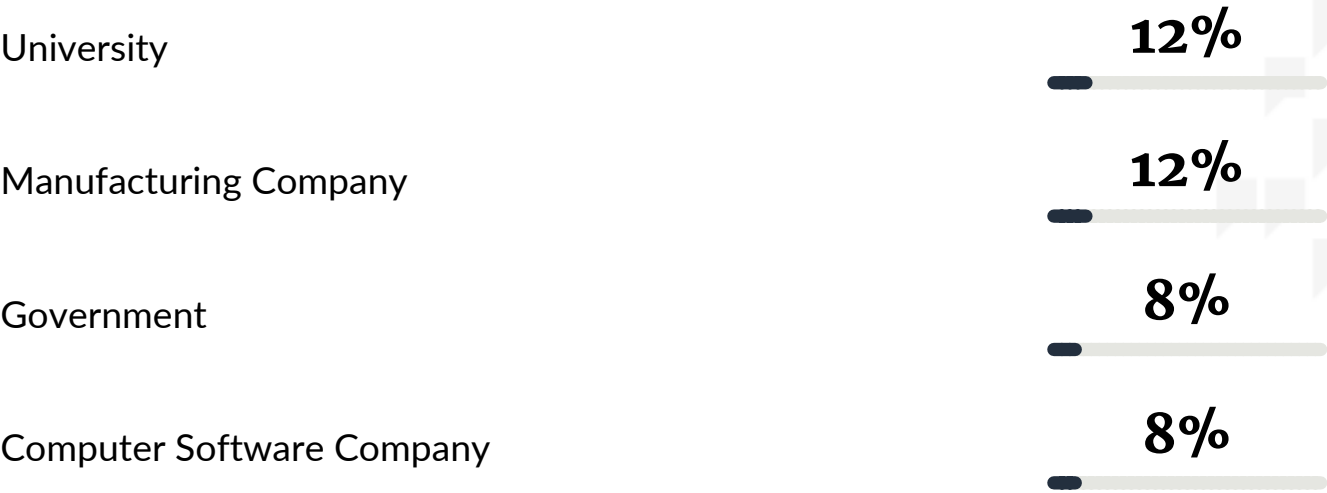
Dexter De Torres

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ITSM Manager at Blueprint Global Outsourcing, Inc.

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