

An open-source ITSM platform that centrally manages IT asset management, helpdesk processes, inventory tracking, and operations management.

Challenges of Modern IT Operations

In organizations, computers, servers, network devices, software, and user requests are often managed through different systems. This situation causes inventory confusion, tracking difficulties, and inefficiency in operational processes. While IT teams are forced to manually track device inventory, license management, ticket processes, and user requests, managing the processes becomes difficult due to lack of visibility and a scattered structure. The increasing number of devices, user requests, and operational workload reveal the need for a centralized, scalable, and manageable ITSM platform.

Who can benefit?

- For organizations looking to manage IT inventory from a centralized point
- For teams aiming to standardize helpdesk and ticket processes
- For organizations wishing to centralize software and device tracking
- For organizations seeking to increase operational visibility and process tracking

Core Principles

Centralized Management

Manages all IT assets on a single platform.

Traceability

Tracks device, user, and ticket processes.

Efficiency

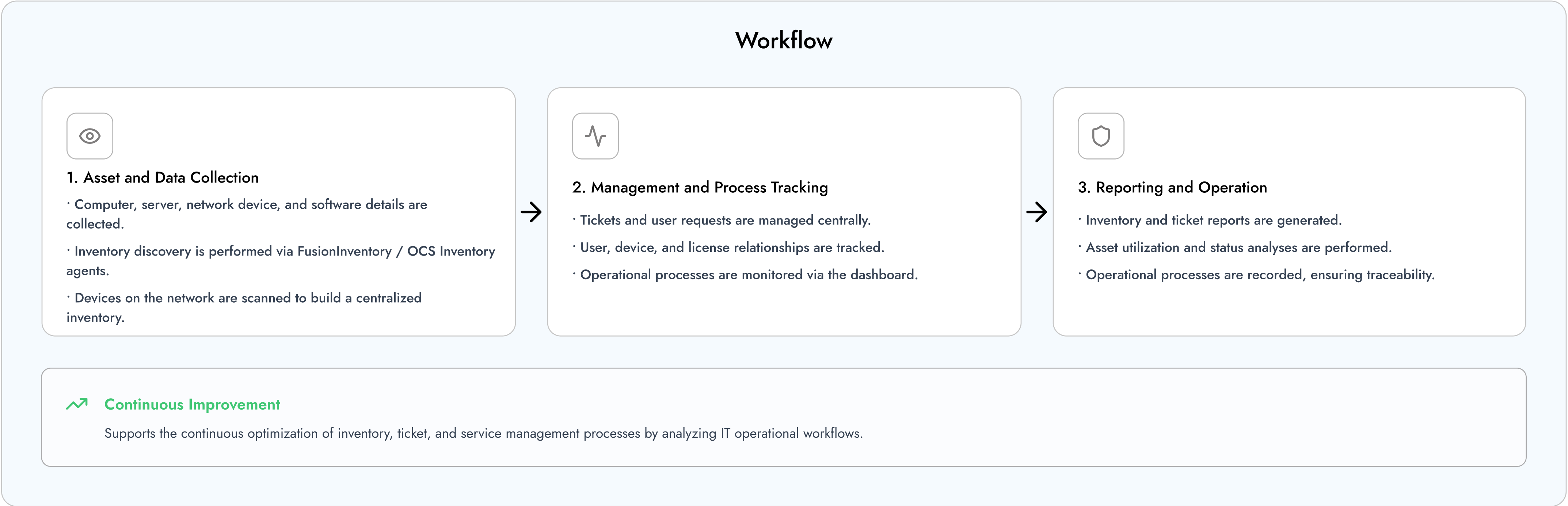
Reduces manual operational workload.

Scalable

Offers an extensible architecture that adapts to enterprise structures.

How Does GLPI Work?

GLPI centrally manages IT processes such as computers, servers, network devices, software, and user requests. Thanks to its helpdesk and ITSM structure, requests, inventories, and operational processes are gathered under a single platform. Network discovery, automated inventory collection, and device tracking can be performed via FusionInventory and other integrations. Thanks to its modular plugin structure, the platform can be customized and extended according to organization needs. It increases the visibility of IT operations with role-based authorization, reporting mechanisms, and a centralized dashboard structure.



Technical Specifications

Asset and Inventory Management

- ✔ Computer, server, and network device management
- ✔ Software and license tracking
- ✔ Automated network discovery and inventory collection
- ✔ Creating a centralized device inventory

Helpdesk and Ticket Management

- ✔ Ticket creation and process management
- ✔ User request tracking
- ✔ SLA and priority management
- ✔ Status-based ticket workflows

Reporting and Monitoring

- ✔ Dashboard-based monitoring
- ✔ PDF / CSV export support
- ✔ Inventory and operation reports
- ✔ Ticket history and transaction logs

Integration and Architecture

- ✔ FusionInventory and OCS Inventory support
- ✔ Plugin-based modular structure
- ✔ REST API support
- ✔ Scalable and extensible architecture

Advantages

Centralized Inventory Management

Provides centralized visibility by gathering IT assets under a single platform.

Automated Network Discovery

Accelerates inventory processes by automatically detecting devices on the network.

Smart Ticket Management

Provides operational efficiency by managing user requests with priority and status-based processes.

Flexible Integration Capability

Integrates easily with existing corporate systems thanks to its plugin-based modular structure and REST API support.