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### Background and starter point: The challenge.

Concordia College needed desperately a program like Integria IMS to have a better management of the incoming and disposed devices through out the year. Paper list and spread sheets were confusing, easy to get lost and impossible to keep up with. The inventory side of Integria is ideal to management our current inventory, add dates, devices info, and their location. It helps us organizing all the IT inventory: access points, PCs, printers, servers, and much more.

**Integria IMS has become vital to all our daily activities and functions.** Having to manage people and equipment is extremely challenging. It practically impossible to remember who checked what in or out but no with a software as well made as Integria IMS. **Integria IMS has become our most applications for its simplicity to use, reliability and simple management.**

### Response to the problem: The solution.

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that often were too simple, or too complex, extremely costly and not friendly.

We tested a demo and we knew that Integria IMS it was the software to choose. They have a forum where we found support and if any issues came up werent in the dark. We could always find some one available and interested in helping us.

Implementing Integria IMS wasnt costly or too difficult. I am a linux user and I'm not very experience but even then, the installation and deployment step were quite easy to follow. We install Integria IMS on and HP workstation with around 1 TB of space and 4 Gb of ram.

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The site never gets bug down or unreachable which means that the processor are spiking out which to me means that Integria is not also a complete solution but light weight as well.



### Results of Integria implementation.

Using Integria IMS has been extremely beneficial for our organization since we are held accountable for all the equipment that comes in and gets disposed. My two assistants are responsible for updating and keeping track of the equipment which is valued in the thousands. Staff members and faculty are hired and moved from department to department using different applications as well as hardware.

At any given moment every user is responsible for around \$ 2,000.00 worth the equipment such as PC, monitor and a desk phone. By keeping a track of all the equipment the college saves around \$ 120,000.00 by avoiding to purchase new equipment every time a user is hired or moved.

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My department is very small at the moment, it has varied from 6 to 2 employees at times but currently the total number of users is 3. We have only focused on the inventory part of it so far; since, it was a high priority to keep track

of equipment and to hold the staff members accountable. Our inventory still being archived and updated but it only has 200 items listed.



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### About Concordia College.

Concordia College, one of ten postsecondary institutions in the Concordia University System of The Lutheran Church-Missouri Synod, is a historically black, four-year, coeducational college, where the Christian faith is taught from the Holy Scriptures and subscribed to by The Lutheran Church-Missouri Synod, is the foundation and guide for all programs, activities, and relationships. Concordia's student



body represents a diversity of geographic, ethnic, and socioeconomic backgrounds.

Concordia, therefore, provides a faculty and administration that are sensitive and responsive to the needs of its entire student body. Concordia is committed to the premise that a Christian education is essential for the total development of the potential of each individual, and that instruction must begin at the students level of skills and ability.

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Concordia College is accredited by the Southern Association of Colleges and Schools Commission on Colleges to award the Associate of Arts degree and Bachelor of Science Degree. It is a member of the Concordia University System (CUS), ten colleges and universities across the United States offering more than 160 undergraduate degrees and 50 graduate degree programs. The CUS is affiliated with the Lutheran Church Missouri Synod.

## Integria IMS and Ártica ST

Ártica ST is an innovative company that develops its own solutions and is also the company behind the development of Pandora FMS as well as other software solutions.

Integria IMS is a software for SMEs: It integrates all tasks related to customer management, project management and service desk in one tool. It includes useful features for all kind of companies and issues.

