



## Ignasi Jimenez

Dinaptica



### Bilateral Meetings

- 03.03.2015 Tuesday (9.00h - 11.05h)
- 03.03.2015 Tuesday (11.05h - 13.10h)
- 03.03.2015 Tuesday (13.10h - 15.15h)
- 03.03.2015 Tuesday (15.15h - 16.55h)
- 04.03.2015 Wednesday (9.00h - 11.05h)
- 04.03.2015 Wednesday (11.05h - 13.10h)

### Description

Dinaptica, a service desk solutions leading provider based on the product line attend® Solutions, is a company in Information Technology industry with more than 20 years installing solutions for customer service centers, service employee departments (Help Desk, Corporate Services), consumer hotline, comprehensive support centers, call centers or tracking sales force. Our business focuses on collaboration solutions that enable organizations to improve their systems in order to care and help to customers, employees or citizens. attend® solutions can be purchased through our authorized channel partners. About attend® Solutions: Modular and flexibility. Based on its granularity attend® provides an ideal solution for any industries or departments that provide services to third parties, whether internal or external. attend® applies to industries, companies or organizations in different sectors such as Public Administration, Industry, Distribution, Services, Education, or well, different departments like IT, Human Resources, Marketing, Logistics, Maintenance. Technology. The solution is adapted to different standards like ITIL, to add functionality (plug-in's). attend® has an interface 100% web and allows integration with any application that uses standard database. It is also multilingual. Quick Setup (implementation in one week or less) and covering small and large projects. Mobile. Native versions for iOS and Android allowing ticket management from the smartphone, and using geolocation features in order to locate the incident. The solution is also available in SaaS mode reducing the initial investment or well you can purchase the application server if you need an in-company implementation.

### Organization Type

Company

Organization Size

1-10

LinkedIn

<http://es.linkedin.com/in/ignasijimenez>

Areas of Activities

## **SOFTWARE/INTERNET**

1. Application development
2. Content management
3. Data analysis
4. Messaging
5. Mobile social networking
6. Network operating software

## **SERVICES/OTHERS**

1. Business support systems
2. Device management
3. Managed network services
4. Network Management
5. Network operator
6. Network planning and design
7. Operational support systems
8. Outsourcing
9. Systems integration

Request

### **attend® Mobile solutions - Enterprise Partner**

We are mainly focused in developing the marketing of attend®Mobile solutions (for smartphones based on Android and iOS) with several host applications:

. attend® Council ,to improve municipal incidents and citizen services

. attend® Service Desk, for service management in different departments (IT, Sales, Logistics, maintenance ...)

. attend® Project, for project management and task tracking, alerts, milestones, workloads ...

. attend® Monitor, for system monitoring based on SNMP solutions ...

We would establish business collaboration with companies which have a market experience in Europe, USA, Canada and LATAM. It is important physical presence and professional knowledge in those markets.

You can join our attend® channel Partner, as a Sales Agent or Enterprise Partner. It would be appreciated a serious commitment and involvement in this project to open the attend® solutions to the market.

**We would be pleased to provide further information to all those companies that see in attend® Mobile an interesting way to develop the business opportunities in service management solutions.**

**Link to attend® to see detailed information about our solutions and the collaborative model.**

**See you soon at the Mobile World Congress 2015.**