



ITIL[®]5

The new standard
for service management

Your benefits

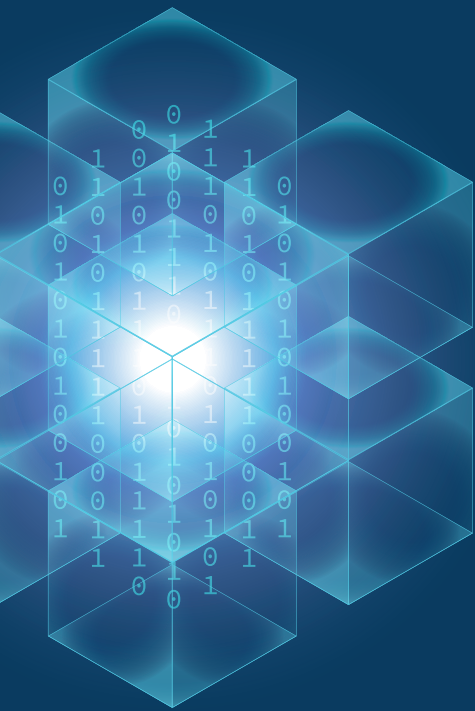
- ✓ **Improve service quality and times of responses in ticket processes.**
- ✓ **Process incidents and service requests more efficiently, and thus reduce the workload of your IT department and service desk.**
- ✓ **Solve incidents faster and minimize your technically caused downtimes.**
- ✓ **Configure all workflows, forms and authorization concepts flexibly without programming.**
- ✓ **Keep an eye on your help desk performance thanks to numerous reporting functions, KPI dashboards and business intelligence (BI) solutions.**

Enterprise service management

OMNITRACKER ITSM Center is an ITIL[®]5-certified, powerful help desk software, which allows you to categorize incoming tickets (service requests, incidents) systematically and automatically. This helps you to assign tickets to the most suitable service employee. Moreover, it makes your services processes more cost-efficient. The structured, measurable and faster processing of tickets increases the satisfaction of your customers and employees and saves valuable resources. The concepts and structures used in the provision of IT services can also be adapted by other (non-IT) services within your company.

With appropriate customizing, the functional spectrum of the OMNITRACKER ITSM Center expands and it operates as an enterprise service management (ESM) software.

Benefits of a modular business ecosystem



The internationally established best practice standard ITIL® provides large-scale recommendations for the architecture of IT environments.

Just like software ecosystems, the latest version of ITIL®5 focuses on the big picture. All elements and processes are in constant interchange with each other and must be harmoniously coordinated. Therefore, the practices defined in ITIL®5 are of central importance for the continuous improvement of all service processes of the Business Process Ecosystem OMNITRACKER.

Certified ITIL® practices

- Incident Management
- Service Request Management
- Monitoring and Event Management
- Change Enablement
- Problem Management
- Knowledge Management
- Measurement and Reporting Management
- Service Configuration Management
- Release Management
- Service Level Management
- Service Catalogue Management
- Information Security Management
- Availability Management
- Capacity and Performance Management
- Service Continuity Management

OMNITRACKER – The software ecosystem

The Business Process Ecosystem OMNITRACKER is an industry-independent software solution for IT and non-IT workflows. The basic system, the integrated applications, interfaces, gateways and features are perfectly coordinated, individually configurable and modular expandable. The OMNITRACKER modules in the software ecosystem are version-independent compatible and can be combined in any way. The entire system and all connected tools always use the same central database.

Thanks to the company-wide uniform data infrastructure, you benefit from better workflow performances, more compatibility, transparency, process control and data security.

- **Modular platform for business processes:**
Choose long-term investment security and expand the functional range of OMNITRACKER according to your needs.
- **Easy & flexible adaptation:**
Use our graphical workflow editors to integrate your existing processes into OMNITRACKER or create workflows with individual file structures.
- **Saves time & money:**
Model and automate your processes with BPMN 2.0.
- **Location-independent access without local installation:**
Use OMNITRACKER via Web Gateway 2.0 mobile on all devices.
- **Increased transparency:**
Make data-based decisions using KPI reports, dashboards and BI solutions.

Core functions for a better service management

- **Efficient ticket processing based on ITIL®:**
Use, among other functions, the automated ticket allocation and categorization by incidents (hardware and software) and service requests.
- **Problem Management:**
Analyze and eliminate the causes of recurring or major incidents.
- **Change Enablement:**
Ensure to make only controlled and documented changes to your IT system.
- **Single point of contact (SPOC):**
Use one central point of contact for all ticket types and communication channels.
- **Central database CMDB (Asset management):**
Benefit from a uniform database system for the entire inventory of your IT environment (hardware, software, licenses and other resources).
- **Generic interfaces:**
Flexibly integrate third-party systems and databases.
- **Multi-tenant capability**
Configure individual authorization and approval concepts.
- **Reports & dashboards:**
Make data-based decisions thanks to visual real-time representations of relevant KPIs.
- **Requirement forecasts:**
Plan your resources in detail to reduce costs and risks.
- **Integrated time tracking:**
Book your efforts on specific projects.
- **Professional quality management:**
Analyze your feedback in a structured manner and continuously improve your IT service architecture.
- **Service Catalogue Management:**
Provide standardized services for your customers and employees.
- **Knowledge Management:**
Your service desk provides standard solutions for frequently asked questions or recurring problems in a knowledge database.

Accredited Tool Vendor: certification at Gold level

PeopleCert officially certifies OMNINET's ITIL®5 conformity. A total of 15 ITIL®5 practices of the OMNITRACKER ITSM Center were awarded.

The accreditation certifies both the quality of the ITSM software and the know-how of the experienced project consultants. This enables efficient projects according to the current framework standard. The international best practices defined by ITIL® provide well-founded and industry-independent recommendations in the field of IT service management, and thus support organizations of all sizes in continuously developing the quality of their services and designing IT processes in a target-oriented manner.



About OMNINET

Headquartered in Eckental near Nuremberg with international offices, OMNINET specializes in ITIL®5-certified IT and enterprise service management software, with a focus on easily configurable workflows and process automation. Interfaces, low-code capabilities, BI reporting, GRC solutions and modular applications extend the functionality of the AI-enabled OMNITRACKER all-in-one solution.

OMNINET is certified according to ISO 9001 and ISO 27001 and has been delivering certified and award-winning software products for more than 30 years—100% made in Germany. The OMNITRACKER Business Process Ecosystem is an industry-independent software solution for tailored and future-proof digitalization strategies in ITSM and GRC.

What you can expect

Our purpose is to empower your business with high-quality software solutions. With us, you succeed in a rapidly evolving digital landscape and enhance your growth potentials.



Results-driven consulting

To reach your goals, our consultants help you identify your needs and develop tailored strategies, from technology selection to architecture design.



Versatile project management

With a focus on agile methodologies, we ensure your projects are delivered smoothly, on time, within budget, as well as with exceptional quality.



Practical training

We empower your team with skills to make the most of our software solutions. Our trainings cover best practices, tool utilization, and agile development.

Together, we create software that drives growth and innovation, helping your business stay competitive and future-ready.

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