

**OMNITRACKER**  
Pure Workflow. No Limits.

## One-stop shop solution



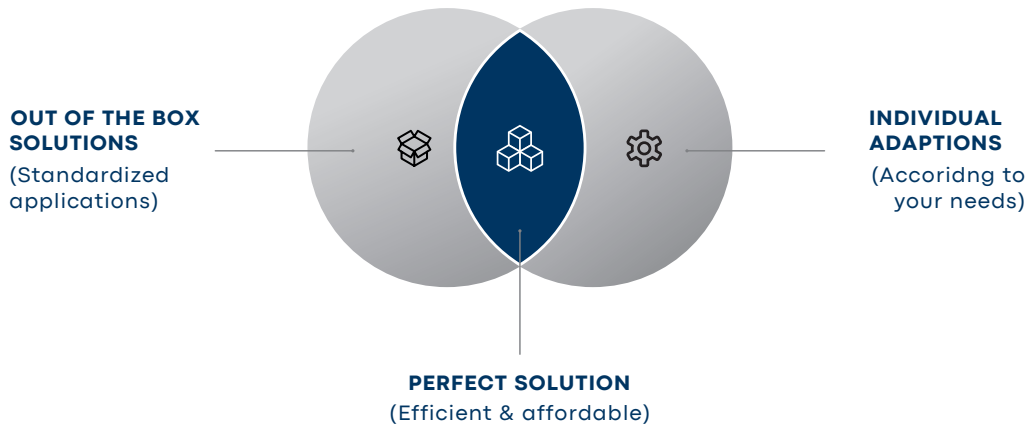
### At a glance:

- ✓ Adaptable to your requirements
- ✓ Central database with impressive compatibility
- ✓ Well-founded decisions thanks to comprehensive information
- ✓ Complete documentation of all activities for a better traceability
- ✓ Mobile access from any device
- ✓ Long-term investment security
- ✓ Fit for the digital future

As a reliable partner, we offer a comprehensive range of services and products. In addition to our software solutions, you can also rely on our services.

For example, our experienced consulting team supports you during tool implementation. Moreover, you can always count on our support during ongoing operation.

# The modular software ecosystem



Our BUSINESS PROCESS ECOSYSTEM OMNITRACKER is an industry-independent software solution for IT and non-IT workflows. The core system, the included applications, interfaces and features are perfectly coordinated, individually configurable as well as modularly expandable.

Regardless of the scope of functions, the overall system and all connected tools always use the same central database. Thanks to a company-wide standardized data infrastructure, you benefit from better performance of your workflows, more compatibility, transparency, process control and data security.

Rely on a uniform software solution for your company-wide communication and data infrastructure. Our business process ecosystem ensures smooth workflows in your company. This increases your productivity and service quality as well as the employee and customer satisfaction.

## As versatile as your company

Since no two businesses are alike, easily adaptable software solutions are essential. Business processes—i.e. digital communication sequences and actions—are always individual. Likewise, every software ecosystem works in its own way. OMNITRACKER fits your business exactly and thus supports you in your growth.

You can customize our standard applications and integrate them into your business structure. It is also possible to create applications personally—tailored to your business in a low-code environment.

Take advantage of a business software solution that can be extended without limits.

# ITSM +



## For all services in your company

### Enterprise service management for IT & non-IT processes

The concept of a central point of contact for all services originally derives from ticketing tools. The underlying process logic has also proven itself for communication outside IT environment. Consequently, also other departments now use a central tool environment to communicate with customers or internally in a targeted manner.

Therefore, our software ecosystem supports services outside the IT department. For instance, customer support processes can be accelerated significantly so that it is possible to better plan, control and evaluate collaboration between departments, including interactions with customers and suppliers. Using ITSM, you benefit from fast and efficient processing of requests and orders in internal and external communications, while integrating monitoring tools into your service processes to improve quality.

#### Application examples:

- Fast troubleshooting
- Ticketing tool for customer inquiries
- Web shops, ordering and delivery processes
- Onboarding processes
- Field service team planning and organization
- Business travel management
- Room reservations
- Financial accounting
- Document management, creation and secure archiving
- Central customer management
- Management of sales partners
- Campaign tracking
- Time accounting and vacation release
- Resource planning
- Task management

# IT Service Management Center

When it comes to digitizing your business processes, well-thought-out IT workflows are essential. Choose our individually customizable ITSM software, whose range of functions can easily be expanded. OMNITRACKER grows dynamically with your company.

Rely on a powerful ticketing tool that supports your IT architecture and automates your routine tasks. With OMNITRACKER ITSM Center, you can systematically categorize incoming tickets, automatically assign them to the appropriate service employee and thus process them more efficiently.

OMNITRACKER ITSM Center supports you in keeping the impact of incidents as low as possible as well as in organizing service requests uniformly throughout your company. This improves the quality and speed of your customer support and your internal IT management—regardless of your industry or company size.



## The world's first ITIL<sup>®</sup> 4-compliant ITSM tool

OMNITRACKER is internationally the first ITSM software with official ITIL<sup>®</sup> 4 conformity. 15 ITIL<sup>®</sup> 4 practices have been certified as ITIL<sup>®</sup>-compliant by the certification partner SERVIEW. ITIL<sup>®</sup> (IT Infrastructure Library) is a recognized best practice catalog. The international standard provides well-founded and industry-independent recommendations in the area of ITSM and thus supports organizations of all sizes in continuously developing their (IT) service quality and designing IT processes in a targeted and resource-efficient manner.



## Certified ITIL<sup>®</sup> 4 practices

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

# The platform

OMNITRACKER creates a standardized data infrastructure across departments and locations. The flexibly configurable software solution for business processes consists of a core system, comprehensive interfaces, and applications (system modules), with which you can digitally map the processes in your company.

All applications access the same data within a single tool. This saves time and effort in the day-to-day operation, maintenance and data administration of each of your processes. At the same time, you benefit from better system performance and higher service quality.



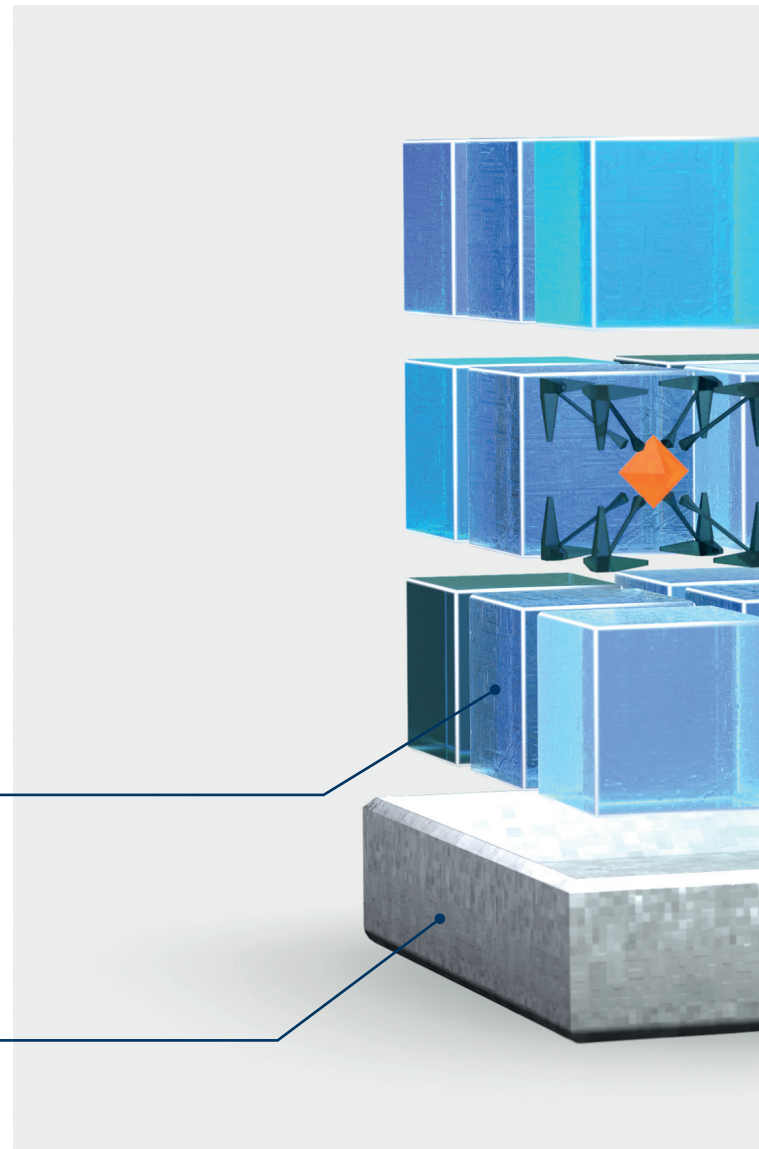
## Modular Apps

Applications that digitally map one business area each



## Business Platform

Core system with central database and comprehensive configuration tools



Work on-premises



Work in the cloud



OMNITRACKER can run as on-premises software on your own servers. You retain full control over your system. Your data is stored locally and retrieved via the clients. In your network, you administer the software and all processes on your own. This way, you fully integrate OMNITRACKER into your existing IT system and can connect other software systems via interfaces.

OMNITRACKER can also be implemented as a cloud or hybrid cloud solution, whereby you can use our business process ecosystem as software-as-a-service (SaaS), even without a local installation.

You save the investment and maintenance of your own servers, as the complete system is located in the cloud.



## Connector to third-party Systems

Interfaces for the connection of third-party systems



## Variable Clients

Mobile access from any device



## Versatile combinations

Depending on the industry and company complexity, you combine certain modules with each other. It is also possible to add individual system modules at a later point in time. Thanks to extensive editors, you can use all functions without extensive programming knowledge.

## Awarded software

OMNITRACKER is certified according to ISO standard and has been delivering excellent and award-winning software products. This is also confirmed by—in the service management sector established—ITIL® certifications by SERVIEW and Pink Verify and by constant top rankings in product comparison tests.



# The right application for every workflow.

## Simple customizing

You make changes to your OMNITRACKER system in the configuration environment. Depending on your requirements, configurations can be limited to individual functions or transferred to other applications. This way, you remain flexible and reduce your efforts when adapting your system.

With the included modeling tools, you are able to define all actions, dependencies and conditions of your processes yourself. The low-code environment includes editors that allow you to design your workflows, (web) forms, rules and scripts yourself. Even complex customizations of your software ecosystem are possible with little programming knowledge.

With our applications, you can also extend the functionality of the OMNITRACKER Business Process Ecosystem. Additionally, we support you if you need individually configured applications.





# Flexible & substantial applications

Each application completely maps a business process and includes a self-contained functionality. Our standard applications can be used out of the box and are applicable individually or in any combination. All applications provide each other with information and communicate with one another across processes.

You can adapt your applications individually and with little programming effort to your company's own processes. For this purpose, numerous features and tools in the OMNITRACKER configuration environment are available. With our applications, you can adapt your system continuously to the operational specifics of your company.

## IT Service Management Center

ITIL®-compliant service management platform with comprehensive ticketing functions

## Governance, Risk & Compliance Center

Central multi-standard solution for successful and compliant corporate governance

## Project Management Center

Support and more structure in all phases of agile and traditional project planning and execution

## Risk Management

Professional risk management according to ISO 31000 to avoid or minimize damage

## Contract Management Center

More transparency in the creation, reviewing process and provision of contract documents

## Sales Management Center

Support in the lead management and during the entire process of sales projects

## Task Management

Coordination, monitoring and evaluation of tasks and activities, even in complex projects

## Dispatch Center

Dispatch of field service staff with integrated route planning and geocoding

## Systems Engineering Center

Control of software development projects from requirements management to the release

## Booking Schedule

Booking management for any resources (e.g., rooms, vehicles) with time lines and calendar views

## GDPR Anonymization Center

Support for GDPR-compliant processing and storing of sensitive data

## Document Management Center

Organization-wide provision and archiving of documents with detailed client capability

# OMNITRACKER

## interfaces



### Secure integration of your third-party systems

Via interfaces of the core system, you can integrate various (third-party) systems and services into OMNITRACKER. The great advantage of comprehensive interfaces is that all your programs can access a common database and are controlled centrally. This saves considerable effort in maintaining and backing up your data. Furthermore, it prevents unnecessary data reconciliation and data inconsistencies.

#### **Email Gateway**

Central message processing and capturing of incoming and outgoing emails

#### **GIS Gateway**

Connection to GIS systems and automated geocoding (Google Maps™ mapping services)

#### **Scanning Gateway**

Inventory scanner for capturing all Windows devices and servers via Registry Services

#### **CTI Gateway**

Linking of PCs/servers and telephone systems

#### **Database Views**

View current database information via external applications without export effort

#### **Interface Bus**

Reliable connection of third-party products and web services (REST & SOAP)

#### **Automation Interface**

Integration of applications for external access to OMNITRACKER, incl. script connection



# OMNITRACKER clients

## Flexible access from any device

With our clients, you use OMNITRACKER with any tablet, smartphone, laptop or computer. You have the option to work with the desktop clients or the web client. For all administration and configuration work, the OMNITRACKER Administration Client is available.

No matter how you decide: You have access to all OMNITRACKER functions and applications with any client.



## Your advantages:

- Use OMNITRACKER with any device
- Facilitation for service technicians in the field, thanks to mobile working
- Responsive display in your corporate design
- Intuitive operation, thanks to modern user interface
- Comprehensive search functions & powerful filter options
- Numerous administration functions
- Accessible work



**Data.  
Understand.  
Decide.**



**OMNILYTICS**  
The flexible Business Intelligence solution

# Business Intelligence

## Big data becomes smart data

Business Intelligence (BI) is an elementary component in all business areas and for all organizational units for the early recognition of optimization potential. It forms the basis for continuous further development. The systematic analyses of relevant key performance indicators (KPIs) allow workflows to be continuously improved and resources to be saved.

We gladly support you in the business analysis that is important for your BI strategy as well as in the creation and optimization of your BI models. In an agile project environment using the sprint method, we implement your specific requirements quickly and with focus. We help you to create and subsequently adapt your reports and dashboards so that you can react independently and flexibly to changes.

## KPI dashboards in real time

Achieve a competitive advantage by using a well-thought-out analytics concept. Analyze your business processes and identify the KPIs that are most relevant for decision-making and performance evaluation.

You can display these KPIs in real time cockpits or output them in the form of regular reports. With structured analyses, you are always up to date, you can make data-based management decisions and carry out monitoring reliably.



Processes.  
Model.  
Automate.

# BPMN 2.0

Business Process Model and Notation

## Automated Workflows

### Business Process Model and Notation 2.0 (BPMN)

With BPMN, you automate regularly recurring business processes. The BPMN technology follows the international standard BPMN 2.0, which allows you to transfer BPMN models into other software systems.

The usage of BPMN 2.0 is particularly well suited for precise workflows, cross-departmental workflows and complex processes. You define all dependencies and conditions that apply to automation. BPMN increases the processing speed of all workflows in your company, saving you resources.

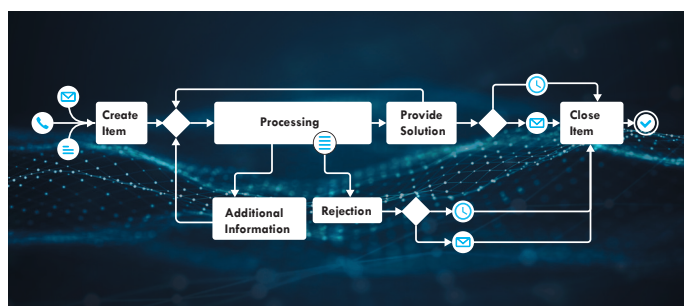
We are part of the Model Interchange Working Group (MIWG), which continuously exchanges BPMN practices on an international level and tests the use of BPMN across tools in practice.



### BPMN: Modeler and Engine

The OMNITRACKER BPMN Modeler is an intuitive drag & drop editor that allows you to visualize and digitally map your workflows. The resulting high-level process understanding leads to streamlined and more structured workflows in the company.

With the OMNITRACKER BPMN Engine, workflows are created, edited and automated so that the execution of all processes runs quickly and without errors. Connectors help you to access third-party systems directly.



# Consulting & project management

Our trained and experienced consultants are at your side in every phase of the project to ensure that your software implementations succeed. We enable you to use your software quickly, efficiently and flexibly in the long term in all areas of your company.

We support you throughout the entire project, from requirements definition and go-live to ongoing operations support. In addition to your project manager, our established project office is also available as a contact partner. We monitor your budget, plan deadlines, coordinate project teams, and are gladly answering all your organizational questions.



## Start

To ensure that the implementation runs smoothly, we are at your side as an experienced consulting partner. We know the tool in detail and have comprehensive expertise of all software implementation processes.



## Requirements analysis

In a workshop, we develop the individual requirements of your OMNITRACKER system together. Then, we systematically document the results in the OMNITRACKER Requirements Management Center.



## Planning & conception

We also take care of project management and controlling. Our standardized and field-tested process model is suitable for both agile and traditional project execution.



## Customizing

After defining the system and business processes, we implement your requirements quickly in OMNITRACKER. Complex and highly individual configurations are also possible.



## Go-live

After an extensive and successful test phase—and final adjustments, if necessary—your OMNITRACKER installation is put into operation with our support.



After the go-live, we are glad to answer your question about ongoing operations, change requests or performance enhancements.

## We are there for you

Our consulting experts advise you on the development and implementation of your digital projects. As an experienced software partner, we have supported you in over 750 productive systems in operation during all phases: from requirement analysis and implementation to system updates and workflow optimization—always accompanied by our technical support.





# TRAININGS

Modular and practice-oriented

We offer you a highly efficient and modularly coordinated training program in our modern training centers. Our competent and project-experienced trainers guide the participants from the theoretical basics to practical application. Therefore, each training unit includes—in addition to theory—a practice-related exercise section, in which you directly apply and deepen the new knowledge. To ensure the greatest possible learning success and knowledge transfer, all training sessions take place in small groups.

Our trainings for end users and administrators are addressed at both beginners and experts, depending on the training. Our training center is available to answer your questions regarding the organization and delivery of the training. On request, we also conduct in-house training at your company location.

## Comprehensive training program:

- Basic Administration Training
- Advanced Administration Training
- Technical Operations Training
- Reporting Training
- Update Training
- Performance Tuning Training
- IT Service Management Center Training
- GDPR Anonymization Center Training
- Stock & Order Management Training
- Project Management Center Training
- BPMN Foundation & BPMN Engine Training
- BI Desktop Training
- Process User Trainings
- Customized, individual trainings

## Remote Trainings

In addition to our OMNITRACKER presence trainings, we also offer our complete training program as equivalent remote trainings. You will not have to pay any hotel costs, you will save travel time, and you will be more flexible in booking your appointments. We will also be happy to send your documents by mail.





## Independent solutions

For companies of the SME sector to global players: We support all enterprises in the digitization and automation of IT and non-IT services. OMNITRACKER is used in all industries and company sizes. Thanks to our experience and flexibility, we serve all branches as well as niche sectors with individual solutions.

## Satisfied customers



COMMERZ REAL 

SIEMENS

 HUK-COBURG

 EnBW







DAIMLER



## About OMNINET

OMNINET, headquartered in Eckental near Nuremberg, Germany, and with other national branches and international subsidiaries, is one of the market leaders in the field of business process software, especially in the field of IT and enterprise service management. The product portfolio ranges from a highly flexible platform for the digitization and automation of business processes to BI tools and cloud-based service management solutions.

OMNINET is certified to ISO standards and has been delivering certified and award-winning software products for 25 years—100% made in Germany. OMNITRACKER is the industry-independent software solution for an ITIL®4- and GDPR-compliant implementation of individual digitization strategies.

## Contact

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