

Press release

Eckental 20th of October 2021

OMNINET ITSM Center Passes PinkVERIFY™ Certification

- OMNINET ITSM Center passes ITIL 4 PinkVERIFY™ certification with 11 practices.
- First tool with certified portfolio management practice on the market
- Digitization and automation of business processes

OMNINET ITSM Center receives ITIL 4 PinkVERIFY™ certification with 11 practices.

OMNINET receives PinkVERIFY™ certification for ITIL 4 for ITSM Center, an IT service management tool in the OMNITRACKER process ecosystem, meeting all 11 practices submitted. The award, granted by the Pink Elephant company, is considered leading in the industry. It certifies the ITSM Center ITIL compatibility in terms of workflows, functionality, terminology and documentation.

First tool with certified portfolio management practice on the market

OMNINET is currently one of only 9 companies to hold a PinkVERIFY™ seal for ITIL 4. The ITSM Center is also the first tool that achieved the certificate for the Portfolio Management practice.

Suitable for all IT & Non-IT processes

The IT Service Management Center supports the digitalization of business processes. It can be customized and enables you to systematically categorize service and incident tickets received via various communication channels and automatically assign them to the appropriate service employee. In interaction with other modules in the OMNITRACKER process ecosystem, such as the Dispatch Center, even complex tasks like the coordination of field service employees can be managed in just one tool. This relieves employees in each department of time-consuming routine tasks and enables them to work more efficiently.

Automation of business processes

By using BPMN, an international industry standard for digital process modeling, OMNITRACKER ITSM Center not only allows processes to be digitized, but also easily automated. With the help of the graphical modeling tool, clear process flows are created with just a few clicks, regardless of whether they are pure IT processes or non-IT processes.

About OMNINET

OMNINET, located 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 IT and enterprise service management. The product portfolio ranges from highly flexible platforms for the digitalization and automation of business processes to BI tools and cloud-based service management solutions. OMNINET is certified according 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 ITIL®4 and DSGVO-compliant implementation of individual digitization strategies.