

OMNITRACKER

First steps with the OMNITRACKER Demo Room



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OMNITRACKER Demo Room

In OMNITRACKER Demo Room users can test OMNITRACKER without having to install the software. The OMNITRACKER Demo Room contains all OMNITRACKER applications. So you can get an overview of our solutions and see for yourself the seamless integration of applications. All applications can be used individually or in almost any combination.

To provide you with a better overview, the demo room is also available with only two of our applications (IT Service Management Center and Project Management Center).

During the test period, the Demo Room is reserved exclusively for you. Data you enter or change is retained. To delete your own test data, you can restore the database to its original state.

In OMNITRACKER Demo Room, the configuration of the processes is inhibited, i.e. you can test all processes in the default configuration, but you are not able to modify the configuration itself. If you use OMNITRACKER, you have far-reaching ways to customize all process components and data models to suit your needs.

For this purpose, the following functions are available:

- Form editors
- Open Field Definition
- Rule editors for Users, Groups and Permissions
- Workflow and State Models
- Free definition of data models and their dependencies
- Escalation Management

If you would like more information about configuration options, please contact us. We will assist you in any way we can.

Test data

To help you start the test, the demo room already contains some test data. This includes the user Peter Boss (pbo), with whom you can test OMNITRACKER. Peter Boss has extensive rights and is a member of almost all user groups. Additionally there is the user Tim Drew for testing the web client from the point of view of an end user.

Web client

OMNITRACKER delivers a web client. So you are able to use OMNITRACKER, without installing software locally.

Run OMNITRACKER

With the buttons in the OMNITRACKER Demo Room, you can start OMNITRACKER directly. Log-in credentials that you have to enter are displayed in a message box. Confirm the message and enter the credentials in the log-in window.

User interface

Web client

Also in the web client you can use the shortcut bar for easy navigation. For end users the self-service portal is the point of entry to quickly find all the necessary information and functions.

On the home page of each navigation point you find buttons for navigating to all the information and functions.

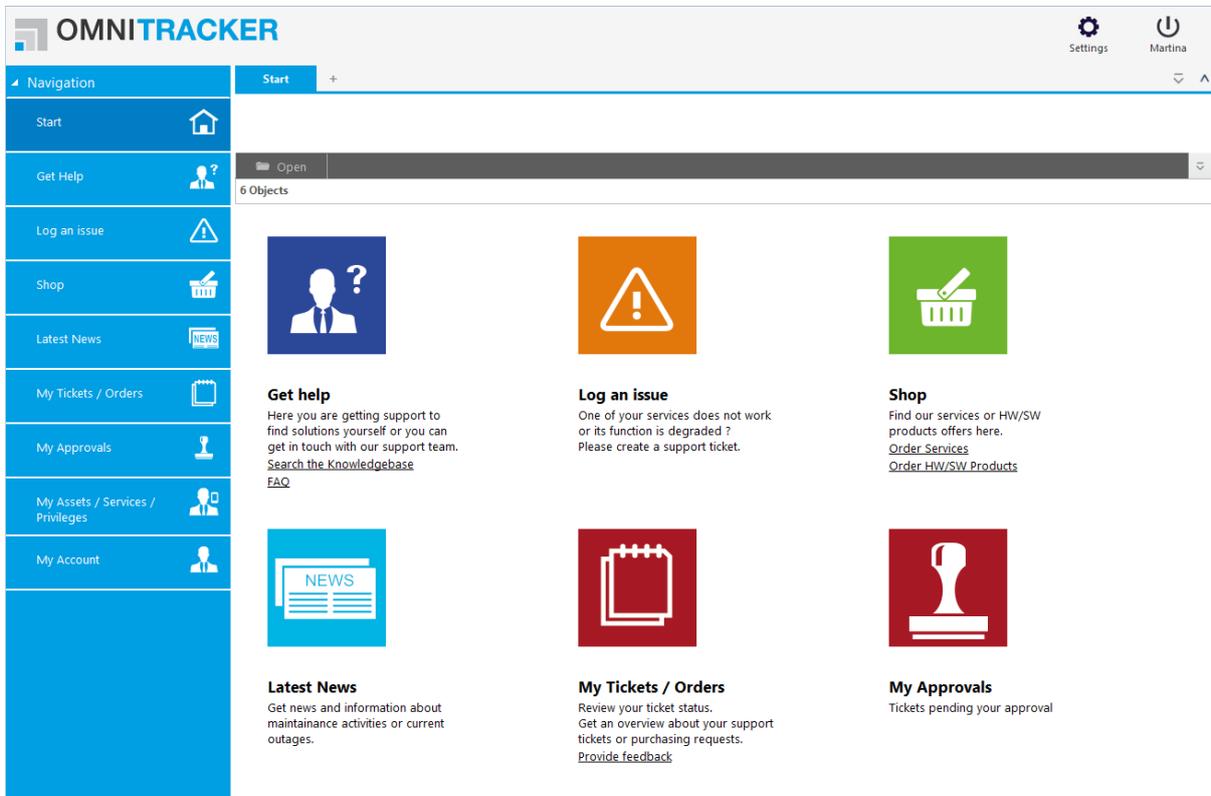


Figure 1: OMNITRACKER self-service portal

BPMN Modeler

The OMNITRACKER BPMN Modeler is a standalone tool. Using the modeler you can describe and specify business processes according to the notation BPMN 2.0.

You can import and edit models created with third-party systems, you can export models created with OMNITRACKER.

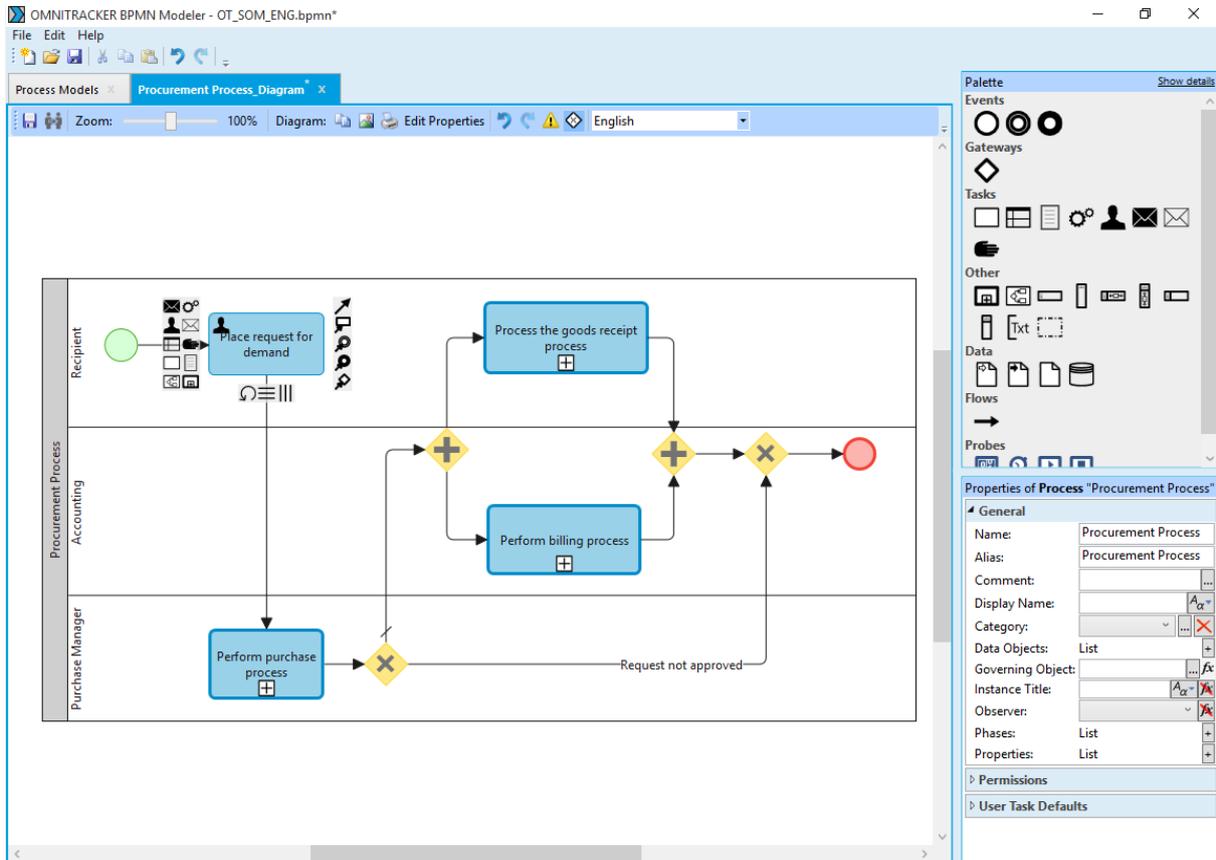


Figure 2: OMNITRACKER BPMN Modeler

Example processes

To help you getting started with OMNITRACKER, we will prepare sample workflows that you can go through.

- Create a new incident (OMNITRACKER IT Service Management Center)
- Create a new project with the wizard (OMNITRACKER Project Management Center)

For each sequence, you can also watch a short video.

Create new incident

You can create new incidents in the OMNITRACKER IT Service Management Center.

1. Expand the group **ITSM – Service Desk** in the shortcut bar.
2. Click the entry **New Call Ticket**.
3. Put in a title and a description in the form for ticket recording.
4. Select the affected person.
5. Activate the check box **Incident** as the **Kind of Request**.
6. Select an affected service.
7. Click the **Finish recording of new ticket and close the form** icon.

The new incident will be saved then. If you have a look in the list of incidents, for example by clicking the shortcut incidents in the shortcut bar you will find your new incident.

Video

In a short video we will show you how it works. Please copy the link to your browser because the video cannot be displayed in the Demo Room.

http://www.omnitracker.com/Dokumente_OT_Export/OMNITRACKER_Create-incident.mp4

Create new project with the project wizard

You can create a new project In the OMNITRACKER Project Management Center with the help of the Project Wizard.

1. Expand the group **PMC – New Project** in the shortcut bar.
2. Click the entry **New Project (viw Wizard)**.
3. Choose the template in the Project Wizard.
4. Activate the option **Search and Replace**.
5. Fill in the name for your new project in the field **Replace by**.
6. In the fields **Responsible (PR/PP)** and **Responsible (AT)** select the person that is responsible for the project and the project phases (PR / PP) as well as activities (AT).
7. Capture a start date.
8. Click **OK**.

The new project is created based on the selected template. All created project phases and activities are contained in the template for the new project. The maturities are matched to the entered start date. When you display the list of projects, for example, by clicking **Open Projects** in the shortcut bar, your newly created project appears in the list.

Video

In a short video we will show you how it works. Please copy the link to your browser because the video cannot be displayed in the Demo Room.

http://www.omnitracker.com/Dokumente_OT_Export/OMNITRACKER_Create-project.mp4

OMNITRACKER Applications

The OMNITRACKER applications are based on the OMNITRACKER platform and support a wide range of different business processes. Each application is a business process that is completed and includes a self-contained functionality.

ITSM Center

The IT service management (ITSM) application is ITIL-compliant and certified and supports the following processes:

- Incident management
- Problem management
- Change management
- Request fulfilment
- Event management
- Service asset & configuration management
- Identity & access management
- Release & deployment management
- Service level management
- Service catalogue management
- Capacity management
- Availability management
- Knowledge management
- Master data and address management
- Self-service portal
- Web Shop
-



Project Management Center

Plan and control projects of any size and complexity:

- Project planning
- Project initiation
- Project management
- Project monitoring (incl. budget control)
- Activity management
- Resource planning
- Time recording
- Travel time and cost management

Stock and Order Management

Supports the whole order and delivery process:

- Purchase requisition and approval
- Offer management
- Order management
- Article management
- Stock management
- Billing

Systems Engineering Center

Control of the entire software development process:

- Requirements management
- Change management
- Error management
- Test management

Requirements Management Center

Elicit and manage requirements efficiently:

- Elicitation
- Documentation
- Analysis
- Validation
- Management

Sales Management Center

The application represents the whole sales process:

- Customer data management
- Contact management
- Opportunity management
- Offer management
- Contract management
- Bookkeeping

Contract Management Center

Application for efficiently managing contracts:

- Initiation
- Approval
- Control
- Management

Dispatch Center

Dispatching field staff:

- Integrated route planning. Google Maps is used for this purpose.

Risk Management

Professional risk management:

- Assess risks
- Define and manage measures
- Manage action plans
- Manage emergency plans

Task Management

Manage and monitor tasks within work groups:

- Planning
- Management
- Monitoring

Document Management

Efficient management of shared documents and files in any formats:

- Creation
- Release
- Versioning

Booking Schedule

Allocation planning for freely definable resources, for example:

- Room occupancy
- Vehicle booking
- Management of any further resources

Contact

If you have any questions about OMNITRACKER or want more information, feel free to contact our CRM team.

You can also make an appointment for a detailed product presentation (online or at your site).

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