

# Integrated Client Lifecycle Management & Service Management

## OMNITRACKER & baramundi Management Suite at DKV



DKV Belgium NV/SA

**Branch:**

Health Insurance

**Customers:**

1.800.000 (in Belgium)



### Conclusion

*"OMNITRACKER and baramundi Management Suite are two excellent products, which combined offer us a solution to the problems we were facing. We are managing our IT much more efficient now and are very happy of our choice of integrating OMNITRACKER with baramundi Management Suite!"*

- Eric Bolly

IT Governance Consultant,  
DKV

### The Customer

DKV Belgium SA/NV, member of Munich Health, is the largest healthcare insurance company in Belgium. DKV has chosen OMNITRACKER about two years ago to facilitate their IT governance (based on ITIL V3 processes). The key targets of the project were to improve service quality, to manage the complexity of the IT landscape, to increase alignment of IT with the business departments and to increase overall efficiency within their (IT) organization.

### baramundi Management Suite

To support DKV in obtaining these targets, they chose to integrate OMNITRACKER with **baramundi Management Suite**, which is a modular, powerful and flexible 'client management solution'. baramundi Management Suite covers the entire lifecycle of a client - from initial installation and inventory on care and maintenance until the secure deletion of data.

### Integration

At DKV, a whole number of **routine PC (client) related jobs** used to be performed by 2<sup>nd</sup> or 3<sup>rd</sup> line IT Specialists.

This meant that they had too little time for important productive work. By integrating OMNITRACKER and baramundi, it allowed DKV to let the Service Desk (1<sup>st</sup> line) execute these repetitive and routine jobs. OMNITRACKER is automatically triggering baramundi jobs.

OMNITRACKER has an out-of-the-box connector available with baramundi, which allowed DKV to integrate the solution seamlessly into their existing OMNITRACKER environment.

### Benefits

The integration between OMNITRACKER & baramundi has increased DKV's overall efficiency to a large extent, allows their 2<sup>nd</sup> and 3<sup>rd</sup> line IT specialists to focus on their core tasks and increased data accuracy significantly.

By integrating OMNITRACKER with baramundi Management Suite, tasks such as the installation of a computer, deployment of a software product, inventory of IT equipment or installation of security patches are performed by the Service Desk in an **automated and efficient** way.

With the integration between **OMNITRACKER and baramundi Management Suite**, all this can be initiated from within OMNITRACKER (from a service request and/or change request).

This allows DKV to manage their CMDB in a dynamic way, having a good overview of all their assets (inventory).

Email: [sales@omninet.be](mailto:sales@omninet.be)

Web: <http://www.omninet.be>

