

# Multiple ITILv3 certifications gained by OMNITRACKER IT Service Management Center

## Transparence in ITIL processes



OMNINET GmbH

**Industry:**  
Software

**Products:**  
Software to support business process management and automation in the areas of IT Service Management, Project Management, Requirements Management and others, based on the OMNITRACKER platform

**Employees:**  
> 100



### Conclusion

*"We are proud that OMNITRACKER IT Service Management Center is one of the first products to be certified by SERVIEW and by Pink Elephant and the OGC according to ITIL 3.1. These awards are proof of our commitment to our customers: we offer them standardized products and business process implementations, which can be used as out-of-the-box solutions but are also easily modifiable to meet customers' special requirements."*

*Hans Anacker, Head of Consulting at OMNINET.*

OMNITRACKER IT Service Management Center V3<sup>®</sup> – OMNINET's tool for IT Service Management - has gained multiple certifications according to the ITILv3 framework.

### Certifications mean security for customers

Selection of a certified tool means certainty for a customer, that the tool choice (and thus the commitment to the manufacturer) will be sustainable: the process arrangements within the IT organization will be based on a solution which is expandable, future-proof and scalable and therefore capable of carrying the IT strategy.

### Three certifications

Processes of OMNITRACKER ITSM Center v3 possess the following certifications:

- PinkVerify 3.1
- ITIL Process Compliant Gold Level or Silver Level Certifications of the OGC (Office of Government Commerce) and the APM Group
- SERVIEW CertifiedTool.

### Certification by Pink Elephant

Pink Elephant is one of the longest-established providers of ITIL certifications and ITSM training and organizer of symposia and consulting projects. The assessments for the PinkVerify 3.1 certification - which is recognized world-wide - are carried out by Pink Elephant along with the assessments for the latest certifications promoted by the OGC and the APM Group.

To gain these certifications, the OMNINET software tool had to meet a range of functionality and documentation requirements. The certification procedure consisted of an analytic part and a practical part: the practical part included the complete test of requirements by the company Pink Elephant on behalf of the OGC and APM Group.

### PinkVerify 3.1

OMNITRACKER IT Service Management Center of OMNINET is certified PinkVerify 3.1 for nine ITIL processes:

- Incident Management
- Problem Management
- Change Management
- Service Asset & Configuration Management
- Request Fulfilment
- Event Management
- Service Level Management
- Service Catalogue Management
- Knowledge Management

### ITIL Process Compliant Silver Level and Gold Level

To support the certification of the OMNINET tool by the OGC and APM Group, OMNINET customers supplied the assessors with written confirmation, that the tool is in productive use and specific process implementations are being utilized by the customers' organizations. Six of the ITIL processes of ITSM Center carry the Silver Level certificate, three of the ITIL processes - Incident Management, Request Fulfilment, Service Asset & Configuration Management - are certified to Gold Level.

### Certification by SERVIEW

With its award "SERVIEW CertifiedTool", the independent management consultancy SERVIEW brings transparency and comparability to the ITSM software market. By using an assessment workbook, by evaluating the solution in detail and by visiting reference customers, the assessors ensure that the software meets SERVIEW's stringent criteria.

It was verified, that the OMNITRACKER software suite implements ITIL-conformant models of the processes in the areas of Service Design, Service Transitions, Service Operations and Continual Service Improvement. Further, the consistent use of ITIL-conformant terminology was confirmed. OMNITRACKER IT Service Management Center passed all assessments with distinction.

### Conclusion

OMNITRACKER ITSM Center V3<sup>®</sup> holds a distinguished position in the ITSM software tool market. The suite has gained the SERVIEW CertifiedTool award, has been certified according to the criteria of Pink Verify 3.1 and the latest requirements of the OGC and APM Group. Multiple seals of quality attest to ITIL compatibility and ITIL conformance of the solution - and with that offer security that an investment in the tool will be future-proof.



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