

Configuration environment

Configure OMNITRACKER with ease and flexibility

Adapt OMNITRACKER precisely to suit your needs. The very flexible, extremely powerful and yet easy-to-manage configuration options enable you to adapt OMNITRACKER to almost any requirements. You can use all OMNITRACKER applications out of the box, but they are also fully customisable, thanks to the totally open configuration. The OMNITRACKER applications perfectly map your different business processes.

Key Benefits

Universal business process platform

- Modular design
- Flexible licensing models
- Applications that can be used out of the box
- Fully configurable
- Creation of custom applications
- Release compatibility
- Multi-client capability

Comprehensive configuration options

- Flexible data modelling
- Precise definition of workflows
- Detailed permissions rules
- Creation of forms for Windows and the Web
- Support for multilingual configurations

Powerful configuration tools

- Graphic workflow editor
- Form editor
- Script editor
- Rule editor

Easy distribution of configuration results

- Compilation of configuration results in packages
- Export and import of configuration packages
- Needs-based expansion of the OMNITRACKER installation

Challenges

You need to be able to optimally support all business processes in your company and flexibly react to new requirements. In order to do this, you need software which can be quickly and easily adapted to your needs.

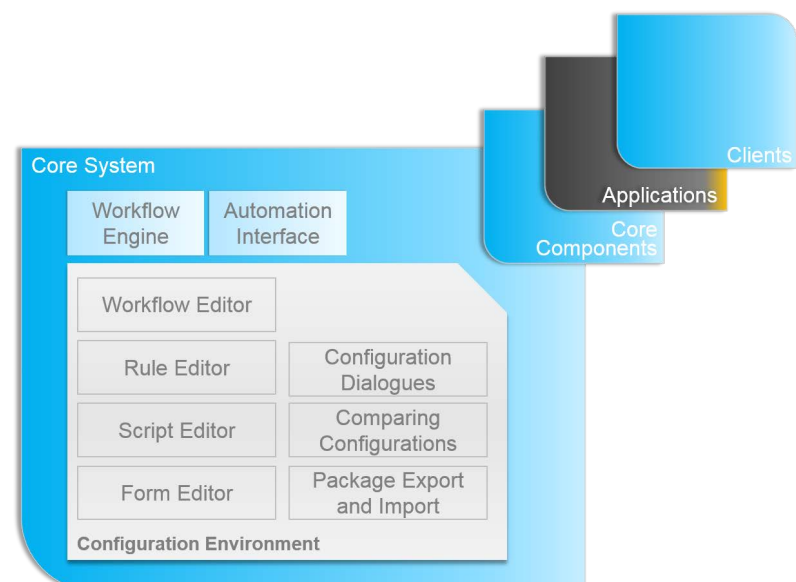
Flexible configuration

The configurability of your software must be flexible so that you can customise it quickly to suit your business processes or modified workflows. This is the only way that changes can be made independently of new releases.

How can OMNITRACKER help you?

OMNITRACKER administrators can make all configuration changes themselves, through to the creation of their own applications. And of course OMNINET will support you with experienced staff, who have adapted OMNITRACKER for many customers already. This gives you the flexibility that you need to react quickly to all requirements.

 **Hard to believe? Let us prove it!**



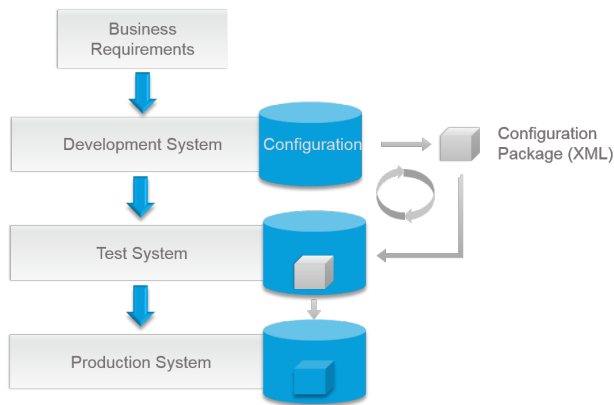
Configuration environment

The OMNITRACKER Configuration Environment is part of the OMNITRACKER platform. It contains easy-to-use configuration dialogues and provides many functions and tools for the comprehensive configuration of your OMNITRACKER applications. This means that OMNITRACKER can be expanded to include additional functions as desired.

All configuration changes are fully release-compatible. This means that you can continue to use all OMNITRACKER applications with all configured functionalities after updating the OMNITRACKER platform. This gives you a high level of investment security.

Sequence of configuration changes

Changes based on new business requirements cannot usually be implemented during operation. Although this would be possible, it is not advisable during the productive operation of business-critical systems.

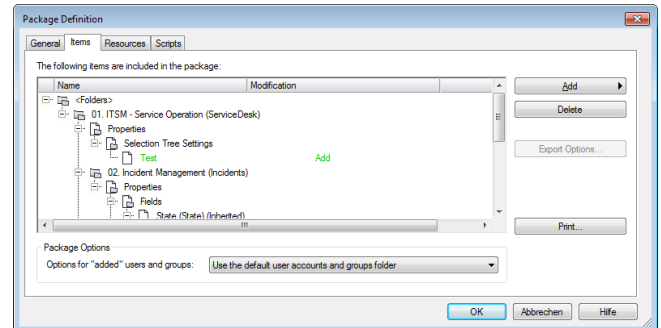


The OMNITRACKER configuration environment includes easy-to-use tools for comparing OMNITRACKER configurations and combining changes in packages. You can adapt the configuration in your development system, adopt changes in your test system and then, once these have been checked for quality assurance, transfer them to your OMNITRACKER production system. This minimises the risks posed by system changes.

Exporting and importing packages

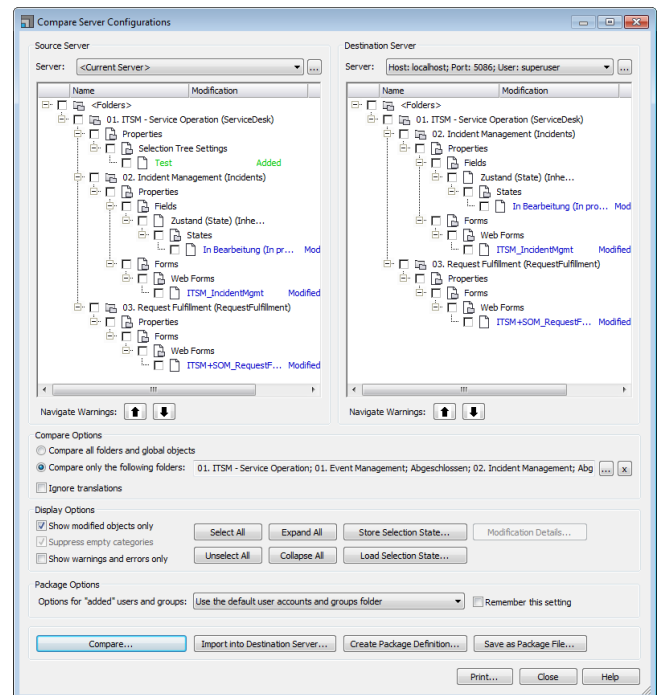
You can easily transfer changes from one OMNITRACKER installation to another, by combining them in packages and exporting them from one system and importing them into the other. This mechanism also helps you to implement changes and

new requirements with teams at different locations and then combine the results in one system. Any conflicts that arise are displayed during import. You can also expand packages with installation and deinstallation scripts.



You can import packages with configuration changes into other OMNITRACKER installations.

The powerful import mechanisms facilitate the step-by-step expansion of your OMNITRACKER installation. You can import not only your own configuration results, but also other OMNITRACKER applications. Since the changes only affect the configuration and not the variable data, system downtimes are minimised.



You can compare configurations easily and transfer changes.

Data modelling and data management

In OMNITRACKER all data is organised in folders, for which you can configure specific properties (e. g. workflows, forms, permissions, views, escalation rules). These properties can be inherited by

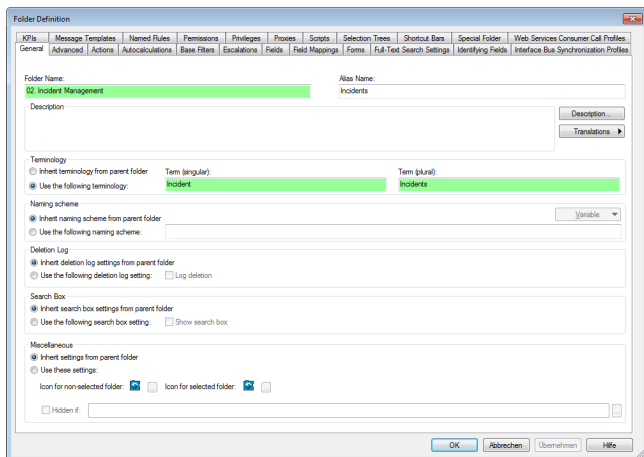


subfolders, for which you can also define further properties.

By defining properties for individual folders, you can support very different application areas within a single OMNITRACKER installation.

For every folder you can define your own fields and specify detailed rule-based user permissions, even for the individual fields.

Based on your needs, you can model all data and relationships between the data. All standard, basic data types are supported. In addition, there are enhanced data types and definition options, for example, for drop-down lists, workflows, dates or time stamps. Referential integrity is also validated.



Easy configuration using configuration dialogues

User data management

OMNITRACKER includes an integrated user and user group management tool, so that you can map the exact structure of your organisation. You can define and assign very detailed permissions.

Multilingual capability

OMNITRACKER supports multiple languages, so you can configure all custom workflows in multiple languages. You can import translations or edit them directly in the configuration environment.

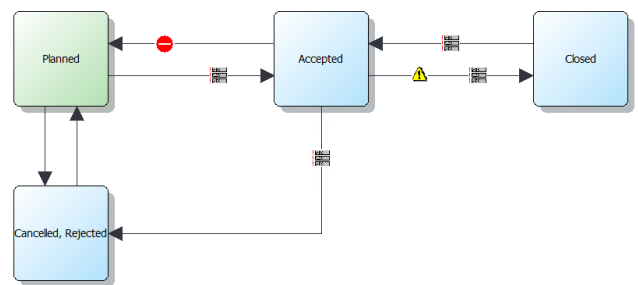
Workflow management

You can adapt OMNITRACKER precisely to your business processes by defining any number of different workflows. The workflow engine is a central component of OMNITRACKER.

Workflow editor

The OMNITRACKER configuration environment features a graphic workflow editor, which can be used to plan your workflows in an organised manner and precisely define all status transitions.

- Define new statuses
- Specify rules for status transitions; for example, restrictions to certain groups
- Follow-up actions, for example, automatic emailing or impacts on other workflows.



Clear representation of workflows in the graphic workflow editor

Rule-based notifications

You can send rule-based notifications to automatically inform users about certain events. The content, layout and addressees are defined in templates. You can use variables to dynamically transfer OMNITRACKER data. Messages can be sent using an external email system or the OMNITRACKER internal notification mechanism, which works like email.

Automatic escalations

You can precisely define which actions should be carried out and under what conditions. For example, you can schedule an automatic change in the status of an unresolved ticket after a set time period and have an email sent to a defined circle of recipients. Using customised lists of actions that are executed automatically in succession, you can control, automate and monitor all deadlines and workflows with great precision.

Filters and views

For each folder you can define filters and views which are available to all or specific users. You can also combine filters with powerful search mechanisms. This means you can keep a constant eye on the most important data and quickly find what you are looking for.



Different view options provide a clear overview.

- Tree
- List
- Time line
- Calendar
- Graph

You can also specify how the data is visually represented. For example, you can define the background colour and font. You can also make the display of the data dependent on certain object properties (e. g. status or priority).

Multi-client capability

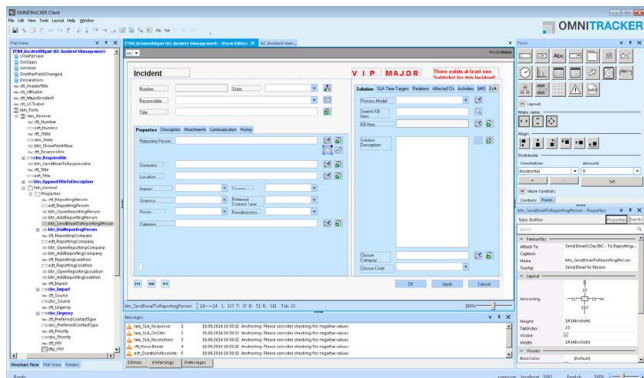
Using special filters you can define who is allowed to access the data in a folder; access can be limited, for example, to members of certain user groups. Because you can define visibilities at folder level, OMNITRACKER is multi-client capable.

Dialogue windows and forms

In order to display and edit data, you can develop your own dialogue windows and forms and adapt existing ones.

Form editors

You can edit Windows and web user interfaces using the integrated form editors. All the standard control elements, as well as those specific to OMNITRACKER, are provided. In addition, you can use scripts for specific requirements and for further automation.



Integrated form editors support the adaptation of your interfaces. (Improved form editor from version 10.4 on)

Shortcut bars

With the shortcut bars, important functions can be accessed with a single mouse click. In the OMNITRACKER shortcut bar, you can also precisely control which functions are available, based on which

rules. For example, you can make the availability of functions dependent on user role and permissions.

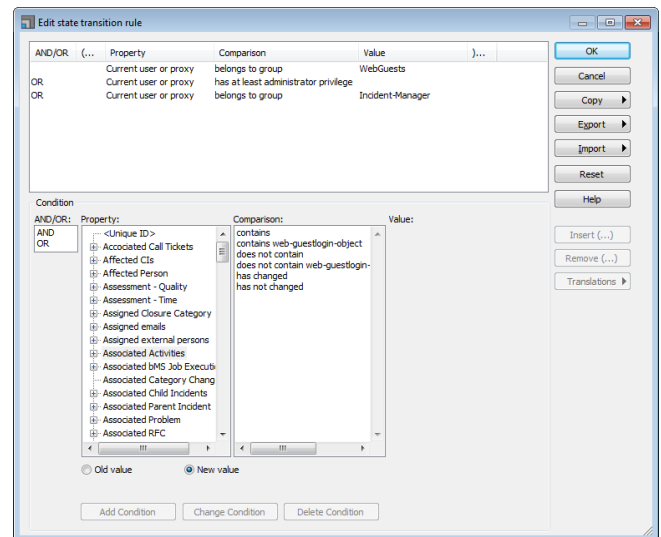
In addition to the general shortcut bar, which is displayed with all folders, you can also define specific shortcut bars for individual folders. This enables you to tailor the workflows more precisely to the needs of the users.

KPIs and reports

Key performance indicators for every folder can be defined, automatically evaluated and displayed in forms. To evaluate your data, you can also define reports which display the data according to specific criteria. SAP® Crystal Reports, fully integrated in OMNITRACKER, is available to you for creating the reports.

Rule editor

In many instances you can define rules and conditions to control what is available to whom and when. With the rule editor, even complex rules are very easy to define.



Rule editor for the easy and very detailed definition of rules

Scripts

In most cases you can fully customise OMNITRACKER using the configuration dialogues. For very specific requirements you can also use scripts. The OMNITRACKER Automation Interface, an object-oriented, COM-based programming interface, is included in OMNITRACKER. You can use scripts in different places to automate actions:

- Forms: for example, to execute certain actions when opening or modifying forms



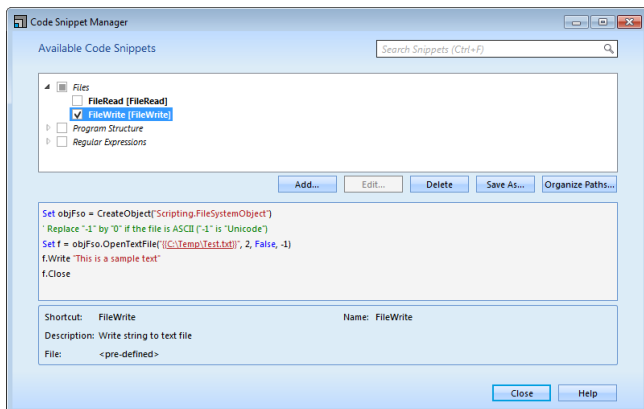
- Workflows: a change in the status of an object can trigger actions
- Escalations: to execute specific actions automatically under certain conditions

In many other cases you can either select a predefined option or add a script for special functionalities. Client-side and server-side scripts enable you to implement the most complex requirements, without having to change the Core System.

Script editor

OMNITRACKER includes its own script editor, which features a range of functions and significantly simplifies the creation of new scripts and the adaptation of existing scripts:

- Auto-completion
- Automatic display of parameters
- Syntax highlighting
- Automatic indentations
- Error detection in VBS functions
- Code snippets: save and manage code snippets to facilitate code reuse
- Includes: move functions to function libraries and use them several times



Using code snippets eliminates redundant code in scripts.

Integrating OMNITRACKER Core Components

Using the OMNITRACKER Core Components, you can significantly expand the functionality of the OMNITRACKER platform. Configure your Core Components so that they are perfectly tailored to the support of your business processes.

Data import and export







OMNITRACKER provides many options for integrating external systems or data sources.

- Programming interfaces: OMNITRACKER Automation Interface and OMNITRACKER Web Service
- Data import and export
- OMNITRACKER Interface Bus, for integrating external web services and standard third-party systems directly, for example, Microsoft® Exchange Server or SAP® Solution Manager

OMNITRACKER supports all standard file formats and protocols for importing and exporting data, for example, Microsoft® Excel® and Access®, CSV, ODBC, LDAP and XML. This enables you to exchange data with external systems or migrate data from other systems in an automatic and time-controlled manner.

What is OMNITRACKER?

OMNITRACKER is a universal platform for business processes on which all OMNITRACKER applications are based. OMNITRACKER is a powerful tool for adapting processes to your needs:

-  **Save time** *OMNITRACKER offers solutions which you can implement quickly and adapt easily.*
-  **Cut costs** *After only a few days of training, you will be able to independently implement and configure OMNITRACKER applications.*
-  **Flexibility** *All OMNITRACKER applications are out-of-the-box solutions that are easily adapted to your needs – without programming.*
-  **Maintainability** *You can easily maintain your OMNITRACKER applications yourself.*
-  **Release compatibility** *Guaranteed release compatibility with future versions of the OMNITRACKER platform.*
-  **Customer-centred development** *Further development is geared towards customers' needs.*



 **OMNITRACKER makes your company fit for the future – even if your processes change over time.**

OMNINET Software Solutions

As an owner-managed company, we answer solely to our customers. Our top objective is to offer our customers high-quality products and first-class service. To achieve this, we consistently fulfil the wishes and requirements of our customers regarding product content, quality and schedule. Our commitment to a customer does not end with the signing of the contract; but rather, that is when it begins.



Would you like to know more about OMNINET and OMNITRACKER solutions? Then please get in touch with us!



OMNINET Technologies NV/SA
Belgium
B-3000 Leuven
Email: sales@omninet.be
Web: <http://www.omninet.be>

OMNINET GmbH
Switzerland
CH-8808 Pfäffikon
Email: sales@omninet.ch
Web: <http://www.omninet.ch>

OMNINET GmbH
Germany
D-90542 Eckental
Email: sales@omninet.de
Web: <http://www.omninet.de>

OMNINET OOO
Russia
RUS-Moscow 107045
Email: sales@omninet.ru
Web: <http://www.omninet.ru>

OMNINET Nederland
Netherlands
NL-2517 JK Den Haag
Email: sales@omninet.nl
Web: <http://www.omninet.nl>

OMNINET Austria GmbH
Austria
A-1200 Wien
Email: sales@omninet.at
Web: <http://www.omninet.at>

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