

IT Service Management Center

Optimises your processes – reduces your costs



OMNITRACKER IT Service Management Center is a highly efficient, scalable and effective solution for IT service management (ITSM). The application is based on current ITIL standards and integrates other supporting processes. This allows you to successfully manage complex IT environments, from A to Z.

OMNITRACKER ITSM Center offers very effective and flexible service management processes out of the box, which help you reduce your support costs and simultaneously increase the maturity level and efficiency of your service organisation. The application grows with your requirements.

Key Benefits

Increases the maturity and efficiency of your organisation

- Resource and capacity planning
- Progressive business processes
- Support of ITIL processes
- Multi-client capable

Visualisation and control

- KPI dashboards and reporting
- Time recording
- Permissions concept
- Approval procedure

Increases customer and employee satisfaction

- Intuitive widescreen format
- Customer survey process
- Easy communication
- Flexible views

Low overall operational costs:

- Fast implementation
- Licensing models
- Configure it yourself
- Guaranteed release compatibility

Platform technology

- Business process platform
- Integrate your own processes
- Quality and efficiency
- High-performance interfaces

Challenges

When business requirements change rapidly, flexibility and efficiency are key to meeting your customers' requirements. Service delivery must be fast and of high quality. In the absence of consistent, well-developed and mature processes you cannot offer your customers the quality they deserve. When your processes are inflexible you cannot react fast enough to keep up with your business requirements.

IT service management

IT service management enables you to optimise your processes and implement your business requirements efficiently. Studies prove that efficient IT service management significantly reduces costs and increases service quality.

How can OMNITRACKER help you?

In order to improve your processes you need a tool which can be deployed immediately and will grow with your requirements. OMNITRACKER IT Service Management Center is a solution which supports processes to ITIL standards. This is certified by Pink Elephant, OGC and Serviev. Rely on processes that are well-designed and based on best practice.

You can adapt your OMNITRACKER application efficiently to your requirements – even when these change over time.

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



Why choose OMNITRACKER IT Service Management Center?

Increase the maturity and efficiency of your organisation:

- ✓ **Improved resource and capacity planning**
 - Efficient control of personnel and service management
 - Continuously optimise costs and staff performance
- ✓ **Efficient business processes**
 - Continuous automation of processes
 - IT personnel can concentrate on their core tasks. This leaves more time to add further value to the business processes.
- ✓ **Pragmatic support of ITIL processes**
 - Use the ITIL processes with their default configuration or configure them to suit your needs.
- ✓ **Multi-client capable**
 - Can be used out of the box by companies with different clients
 - Meets the requirements of internal service desks and service providers
- ✓ **Strong knowledge base integration**
 - Use available information and acquired knowledge.
 - Increase your first call resolution rate using knowledge base functionality.

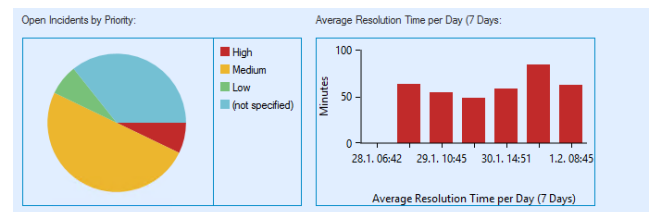
Visualisation and control in your IT organisation:

- ✓ **Flexible KPI dashboards and scheduled reports**
 - Real-time evaluation via KPI dashboard detail views
 - Crystal Reports integration for regular reporting
 - Collect, save, monitor and analyse data easily
- ✓ **Integrated time recording**
 - Record the processing times for incidents, service requests or tasks from other processes linked with different cost centres.
 - Get a clear view of your IT costs.

- ✓ **Detailed permissions**
 - With OMNITRACKER you can define user permissions so that everyone sees their own data only.
- ✓ **Comprehensive approval mechanisms**
 - Different processes come out of the box with comprehensive technical or financial approval processes.

Increase customer and employee satisfaction:

- ✓ **Intuitive widescreen format**
 - OMNITRACKER IT Service Management Center avails fully of widescreen format.
 - OMNITRACKER users find all the information at a glance.
- ✓ **Integrated customer survey process**
 - OMNITRACKER IT Service Management Center includes an integrated customer survey process.
- ✓ **Comprehensive communication**
 - Different communication channels on one platform
 - Integrate Windows, web, mobile, email and telephony.
- ✓ **Flexible views**
 - Flexible views allow each OMNITRACKER user to use their preferred working views.
 - The right view gives a good overview and increases efficiency.



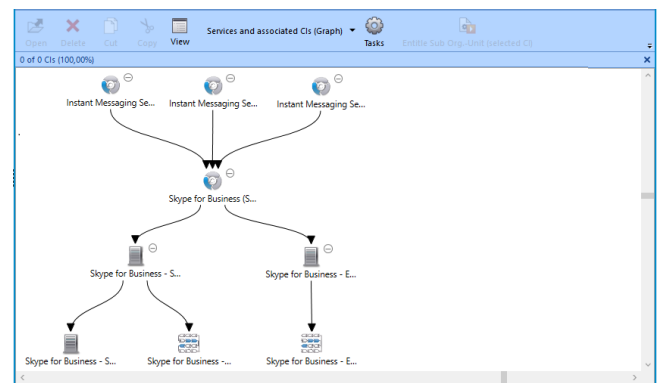
KPI Cockpit for a quick overview

Why choose OMNITRACKER IT Service Management Center?

Lower overall operational costs:

- ✓ **Fast implementation**
 - Flexible import and export functionalities optimise data migration and ensure a fast roll-out.
 - OMNITRACKER can be implemented very quickly.
- ✓ **License models tailored to your needs**
 - Different licence models are available, so you can tailor the licensing precisely to your needs.
- ✓ **Configure it yourself**
 - Before the roll-out, OMNINET trains your employees to make their own modifications and configurations.
 - The ready-to-use applications are completely open and can be adapted exactly to your needs.
 - You will not be permanently reliant on external consultants.
- ✓ **Guaranteed release compatibility**
 - OMNITRACKER's release compatibility guarantees that all changes and configurations are maintained when upgrading to a new version, thus safeguarding the continuity of business operations.
 - Upgrades require minimum effort.
 - Benefit directly from new features and innovations.

- ✓ **Quality and efficiency**
 - Made in Germany.
 - All development and support in Germany.
- ✓ **Strong focus on interfaces**
 - One of the most difficult and time-consuming tasks is keeping all data up-to-date. To optimise this and reduce manual labour OMNITRACKER supports more than 14 different interface standards.



Graph views show relationships and dependencies.

Platform with multi-layer architecture:

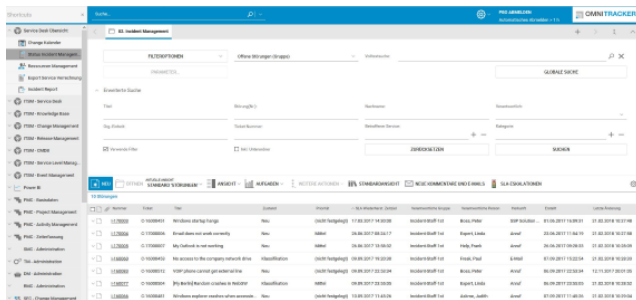
- ✓ **Business process platform**
 - Consolidate your existing solutions and integrate other business processes on the OMNITRACKER platform.
 - You can integrate project management, risk management, stock and order management, finance management and other OMNITRACKER applications.
- ✓ **Integrate your own processes**
 - Unique flexibility and scalability to integrate your own business processes – on a release-compatible platform, at no extra cost.

Consistent processes

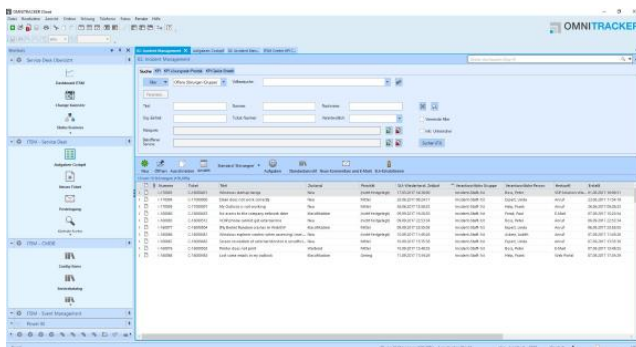
The application supports IT service management as per ITIL 2011.

Incident management

- Create new incidents quickly and automatically, e.g. by analysis of emails received or messages from monitoring systems.
- Access information directly from the knowledge base and increase the first call resolution rate.
- Use the KPI Cockpit to get a quick overview or status information.
- Link problems or service requests.
- Incident models for standard procedures



Incident management in OMNITRACKER web client



Incident management in OMNITRACKER Windows client

Event management

- Integrate external monitoring systems.
- Create events, incidents or other records automatically.
- Relate events to each other.

Request fulfilment

- Rapidly create new service requests.
- Utilise information from service level management
- Use request models for standard procedures

Knowledge management

- Reliable information for the service desk during the whole service lifecycle
- Avoids incidents. Information is provided proactively to the customer, for instance with FAQs.

Change management

- Normal, standard and emergency changes
- Direct links to release & deployment management
- Use change models for standard procedures

Problem management

- Proactive problem management: Avoid incidents, identify and solve problems early.
- Create new problem tickets easily from incidents or service requests.
- Supports root cause analysis
- Link directly to change management.
- Use information from knowledge management and identify workarounds.

Service asset & configuration management

- Record all information in your CMDB about configuration items used.
- Display dependencies between CIs.
- Model any type of CI. The generic approach allows this.

Service catalogue management

- Use the service catalogue to manage and offer your services.
- Provide a basis for service level management.

Service level management

- Manage SLAs, OLAs and underpinning contracts, integrate external parties into the process.
- Define escalation times for different processes and contracts.
- Monitor and evaluate delivered services
- Link the service catalogue directly to service contracts.

Availability management

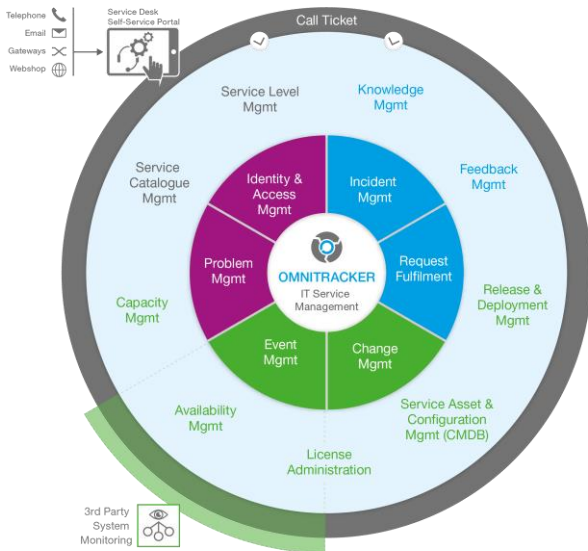
- Monitor the availability of all your infrastructure components.
- Get reliable information on current availability.
- Impact and root cause analysis
- Keep risks and costs under control.
- Get direct access to service level management information about contractually-agreed availability.

Release & deployment management

- Plan and monitor the release and delivery of your changes.
- Information direct from the CMDB
- Automatic update of relevant data

Capacity management

- Monitor current capacity.
- Derive capacity forecasts.
- Manage capacities so as to always fulfil business requirements.



Process links in OMNITRACKER ITSM Center

Continuous integration

All OMNITRACKER ITSM Center processes are linked. You can always access important information in other processes. Consistent design and continuous integration also apply to other OMNITRACKER applications, e.g.:

- Stock and Order Management (SOM)
- Project Management Center (PMC)
- Sales Management Center (SMC)

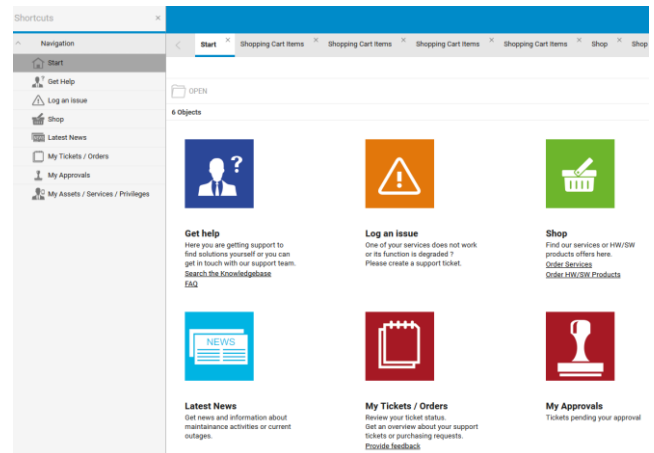
From OMNITRACKER PMC you can access contracts which are managed in OMNITRACKER SMC. From a service request in the ITSM Center you can order goods directly through OMNITRACKER SOM. All OMNITRACKER applications are based on the universal OMNITRACKER platform, which allows the continuous integration of all your processes.

Your processes are completely different? No problem. Create your own with OMNITRACKER. They integrate seamlessly into other OMNITRACKER applications. You will find all your information exactly where you need it, free of redundancies.

User-friendly design

OMNITRACKER can be personalised in a few minutes. This supports individual work methods and increases acceptance levels.

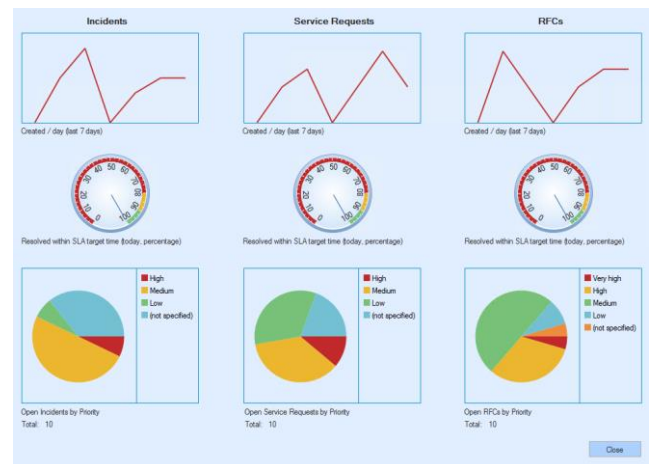
By accessing the OMNITRACKER service portal via the web client, users can easily search for information, record new messages or inform themselves about the status of existing requests.



OMNITRACKER service portal for your end users

Quality control at a glance

Predefined reporting and the KPI Cockpit give you a quick overview of the quality of your IT service management.



The KPI Cockpit helps you keep an eye on your key figures.







Globally applicable

OMNITRACKER supports international companies:

- Clients come in different languages
- Supports different time zones
- OMNITRACKER has multi-client capability.

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 – with no programming required.*
-  **Maintainability** *You can easily maintain your OMNITRACKER applications yourself.*
-  **Release compatibility** *Guaranteed release compatibility with future versions of the OMNITRACKER platform.*
-  **Customer-centered development** *Further development is geared towards the needs of the customers.*



 **OMNITRACKER supports all your business processes – regardless of company size.**



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!



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