

# Interface Bus

## Connect external systems easily

An IT environment from one source - that's what most companies want. However in general, different software systems are used in different departments. With OMNITRACKER Interface Bus you can connect and seamlessly integrate external systems to OMNITRACKER in just a few steps. Through this exchange of data you can manage shared data efficiently and in a redundancy-free manner in one single application. This reduces effort and prevents data inconsistencies.

### Key Benefits

- Quick and easy integration of third-party systems
- Cost savings through predefined interfaces
- Faster project implementation

### Support for products with high market relevance

- Microsoft® Exchange Server
- Microsoft® Windows® SharePoint® Services
- SAP® Solution Manager Service Desk
- baramundi Management Suite
- Web services

### Reliable data exchange with third-party systems

- Synchronisation, import, export
- Option of data processing during export
- Stable performance during export and import
- Performance of automated, scheduled actions using OMNITRACKER scheduler

### Tailored solutions

- Variable combination of components
- Needs-based licensing of components
- Flexible upgrade of system components
- Easy expansion and adaptation

### Challenges

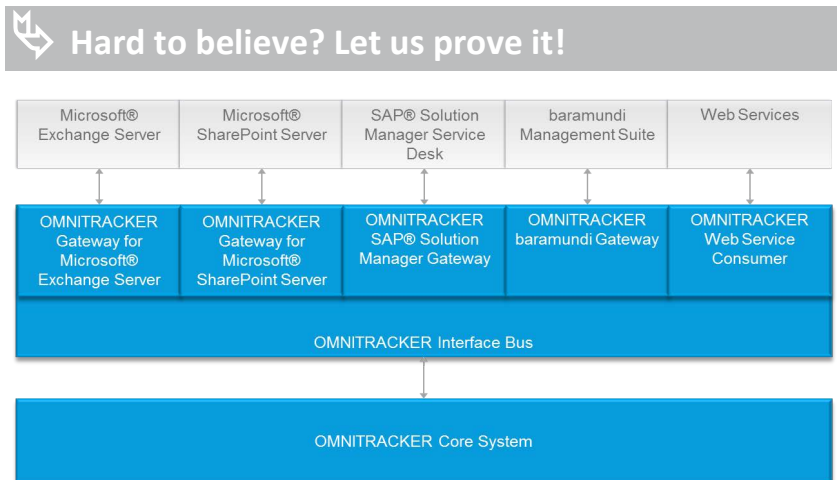
In most companies individual business units have established their own software systems. However their IT must support all business processes seamlessly. Certain up-to-date data for various processes must always be available.

### Powerful interfaces

In heterogeneous IT environments, powerful interfaces help you to exchange information between the systems used. Therefore duplicate recording of data is not necessary and you always have access to the current status of your data.

### How can OMNITRACKER help you?

With OMNITRACKER Interface Bus you can easily connect external systems to OMNITRACKER and exchange data reliably. Integrating products with high market relevance is easy with the preconfigured interfaces. You can specify in just a few configuration steps which data from which other applications should be exchanged with OMNITRACKER.





## Interface Bus

Using the preconfigured interfaces in OMNITRACKER Interface Bus, you can considerably reduce the effort involved in integrating external systems.

- Microsoft® Exchange Server
- Microsoft® Windows® SharePoint® Services
- SAP® Solution Manager Service Desk
- baramundi Management Suite
- Web services

Data is synchronised or exchanged via imports or exports and can be transformed at the same time. OMNITRACKER supports popular import and export formats like MDB, XLS or CSV files.

The import function allows you to integrate data from all supported systems. You can import this data directly into the live system.

Data synchronisation is logged and traceable. Acknowledgement messages or error messages are generated during import and export.

## OMNITRACKER Gateway for Microsoft® Exchange Server

The OMNITRACKER Gateway for Microsoft® Exchange Server gives you access to mailboxes and public folders in Microsoft® Exchange Server. Through the easy exchange of data between both systems you avoid data redundancy and make your workflows considerably more efficient.

- Synchronisation of tasks, calendar entries, appointments and contacts
- Data management with one single tool
- Data filtering during import
- Export of OMNITRACKER attachments
- Based on web service technology
- Mailbox impersonation

## Import, export and synchronisation

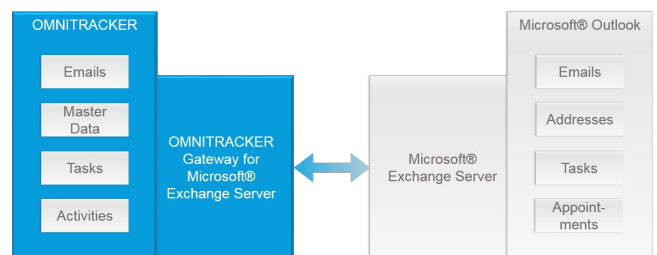
You can exchange data between OMNITRACKER and Microsoft® Outlook® either via imports and exports or through synchronisation.

**Import and export:** Imports and exports are particularly suitable for transferring larger amounts of data once or regularly in a defined direction. Typical application examples:

- Nightly mirroring of master data from OMNITRACKER to a public address book in Microsoft® Exchange Server.

- Publishing important appointments from OMNITRACKER Project Management in a public calendar in Microsoft® Exchange Server.

**Synchronisation:** If you would like to edit and regularly compare data in OMNITRACKER as well as in Microsoft® Exchange Server, you can synchronise it. You specify in synchronisation profiles whether the data should be synchronised unidirectionally from one system to the other or in both directions. The data is synchronised server-side, so that users do not need to be logged in to OMNITRACKER or Outlook.



Easy data exchange between OMNITRACKER and Microsoft Exchange Server

You can specify yourself, which data should be exchanged or regularly synchronised and how. Examples of frequent applications:

- **Contact data:** You can compare the contact data of your customers and suppliers, which is managed in OMNITRACKER, with a public address book in the Microsoft® Exchange Server.
- **Tasks:** You can synchronise tasks from OMNITRACKER Task Management with tasks in the Microsoft® Exchange Server. The person responsible for the task can edit the data in Outlook® too. Changes in data and status are also transferred to the other system respectively. This saves time and ensures data consistency.
- **Appointments:** OMNITRACKER activities, for example, from the OMNITRACKER Project Management Center, can be used as appointments in Outlook®. Field workers, for example, receive the activities assigned to them directly in the form of Outlook® appointments.

You can configure the data exchange on a very individual basis and combine it with all OMNITRACKER-workflows. You can dynamically synchronise data from the OMNITRACKER IT Service Management Center, Project Management Center and Stock and Order Management, but also from individually created or adapted workflows.



You can use all OMNITRACKER data and the following Microsoft Exchange Server data for exchange with the Microsoft Exchange Servers:

- Public folders
- User mailboxes
- Calendar entries
- Contacts
- Tasks
- Notes

You can filter the data on both sides, so that you only exchange the information that you really need. Synchronisation with public folders and also with user mailboxes in Microsoft® Exchange Server is possible. You can determine the mailbox in Microsoft® Exchange dynamically, for example, according to the responsibility for an OMNITRACKER entry.

### OMNITRACKER Gateway for Microsoft® Windows SharePoint Services

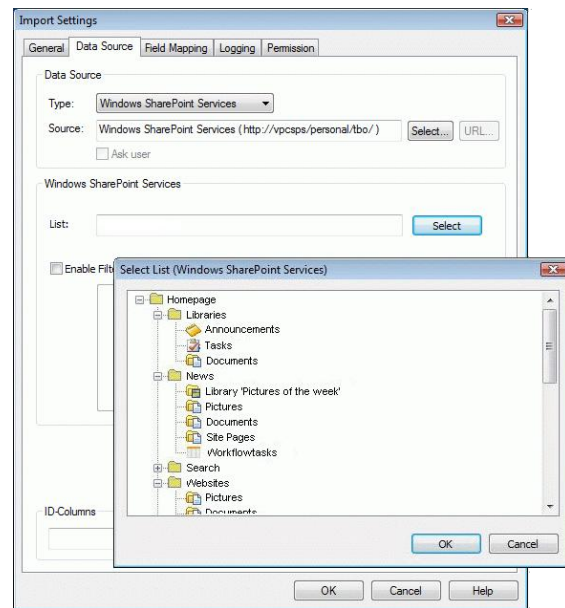
Using the OMNITRACKER Gateway for Microsoft® Windows® SharePoint® Services you can exchange data between OMNITRACKER and Microsoft® Windows® SharePoint® Services. You can access tasks, documents, contacts, announcements and user-defined lists.

- Import from user-defined SharePoint lists in OMNITRACKER
- Export from OMNITRACKER to user-defined SharePoint lists.
- Export of documents from OMNITRACKER to SharePoint document libraries
- Data filtering during import
- Export of OMNITRACKER attachments
- Based on web service technology

Through data exchange between OMNITRACKER and Microsoft® SharePoint® Services you can dovetail your information processes even more closely with your business processes. In this way you avoid duplicate data management and can, for example, easily make documents, managed in OMNITRACKER as attachments or in OMNITRACKER Document Management, available as SharePoint® lists on the intranet or internet.

In import and export settings, you specify which data should be exchanged. For this purpose you can use very detailed filters, which you define in OMNITRACKER, and in this way exclude, for example, certain categories. Once you have defined

an import, it can be used for importing data at any time. You can start imports and exports manually or automatically, for example, in a scheduled manner.



Settings for the OMNITRACKER Gateway for Microsoft Windows SharePoint Services

### OMNITRACKER SAP® Solution Manager Gateway

In order to monitor and control SAP applications, IT service organisations usually use the service desk component of the SAP Solution Manager. OMNITRACKER offers effective service management functionalities for the entire infrastructure and all applications of a company. With OMNITRACKER SAP Solution Manager Gateway you can manage and control incidents from SAP and incidents, which do not originate in SAP, in the OMNITRACKER IT Service Management Center. OMNITRACKER IT Service Management Center is an application that supports all IT service management tasks.

- One single powerful service desk tool for service management
- A shared tool for editing SAP® incidents and procedures from other applications and infrastructures
- Automated, bidirectional data exchange

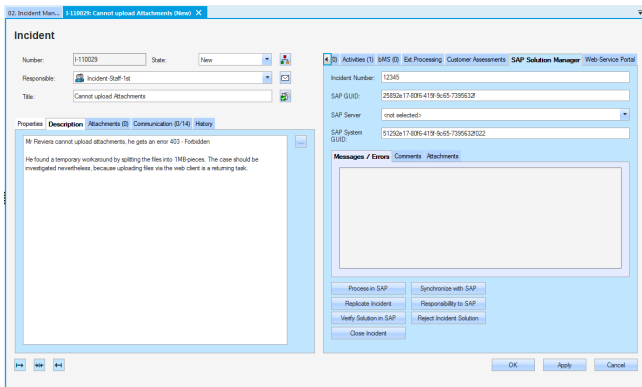
The effective data exchange between OMNITRACKER and SAP Solution Manager gives you better access to SAP solutions and business-critical operating processes. You can rectify errors faster and improve IT service quality and thus customer satisfaction considerably. You have a powerful tool for your service desk at your disposal



and avoid duplicate processing or the loss of incident reports. Responsibility for the ticket is clear during the whole process.

You can exchange data between OMNITRACKER and SAP Solution Manager bidirectionally. You can, for example, process all incidents centrally in OMNITRACKER, while also having the latest information about individual SAP incidents, which were processed further in OMNITRACKER, available in SAP at all times. You can start imports and exports between OMNITRACKER and SAP Solution Manager manually or automatically. Scheduled imports and exports are also possible.

Data exchange with SAP Solution Manager can be employed in any OMNITRACKER workflows. OMNITRACKER IT Service Management Center already contains a reference integration. This allows you to exchange important information about incident reports between SAP Solution Manager and OMNITRACKER and edit it in both applications.



SAP Solution Manager information is managed in its own tab in the OMNITRACKER ITSM Center.

## OMNITRACKER baramundi Gateway

Administration of the company's IT is becoming increasingly more complex. With OMNITRACKER baramundi Gateway you can integrate the baramundi Management Suite into the OMNITRACKER IT Service Management Center. This simplifies client management considerably and offers optimal support to the service desk through quick and easy access to the latest information about clients.

- Control and management of baramundi Management Suite core processes directly in the OMNITRACKER IT Service Management Center
- Up-to-date information about hardware and software installed
- Overview of software licences directly in the ITSM CMDB

- Initiation of software distribution from OMNITRACKER ITSM problem and change management

The functions of the following modules of the baramundi Management Suite in the OMNITRACKER IT Service Management Center are at your disposal:

- baramundi OS-Install
- baramundi Deploy
- baramundi Inventory
- baramundi Patch Management

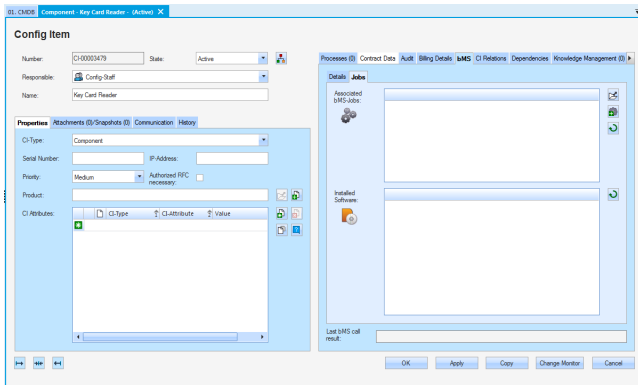
OMNITRACKER baramundi Gateway can be easily integrated into existing OMNITRACKER applications. OMNITRACKER tracks the status of the baramundi-Jobs automatically and escalates them in case of error. All software installations and uninstallations are documented, so that you can always get a quick overview of installed hardware and software as well as your software licences in the Configuration Management Database (CMDB).

By using the OMNITRACKER baramundi Gateway in combination with OMNITRACKER Stock and Order Management you can cover the whole process from application and approval to procurement up to software deployment.

Accelerate your service management processes by integrating the baramundi Management Suite in the OMNITRACKER IT Service Management Center.

- **Incident reports:** Service desk employees can resolve incidents, which necessitate software distribution, in just a few steps and distribute the necessary software at the push of a button.
- **Change requests:** Change templates can refer to baramundi jobs. If a standard change is created based on the template, the specified baramundi jobs are automatically executed on the assigned clients.
- **Configuration Management Database (CMDB):** Software and hardware components are inventoried using baramundi Inventory and imported as configuration items (CI) into the OMNITRACKER-CMDB. Service desk employees can quickly find details on clients, for example, free hard disk capacities or logged in users.

All baramundi jobs started from OMNITRACKER are also documented in OMNITRACKER, so you can always keep track of the status and outcome.

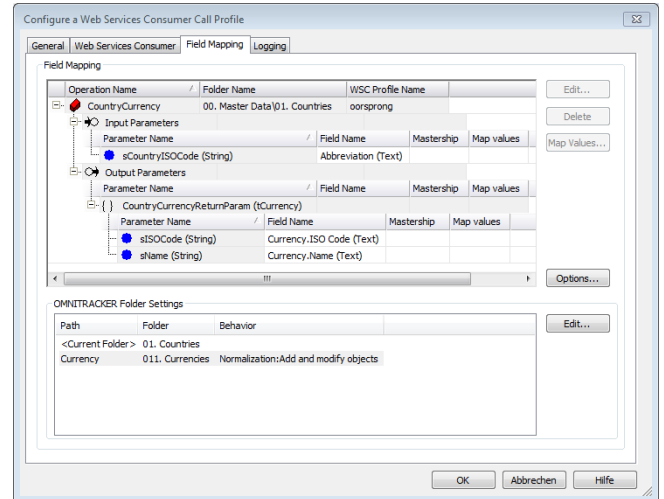


*baramundi Management Suite information is displayed directly in the configuration item in the OMNITRACKER ITSM Center.*

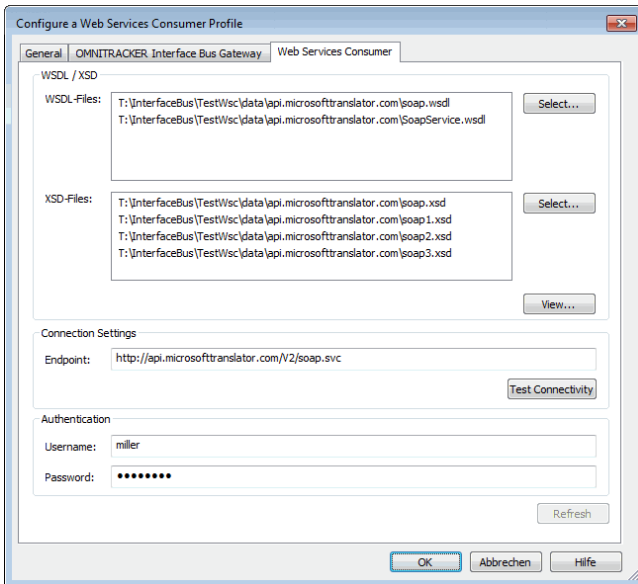
## OMNITRACKER Web Services Consumer Gateway

Data, provided by external web services, is integrated into almost all larger OMNITRACKER installations. Web services offer the option to exchange data between different software systems over the internet, regardless of platform and programming language. Time-consuming programming is usually necessary in order to use web services. Therefore OMNITRACKER offers configuration dialogues, which considerably simplify the integration of web services. Using the OMNITRACKER Web Services Consumer, you can integrate most external SOAP web services into OMNITRACKER in just a few steps. Through configuration, using the easy-to-use user interface provided, you specify which web service data should be used in which OMNITRACKER fields.

OMNITRACKER Web Services Consumer considerably reduces the configuration effort involved when using external web services. All the necessary data for communicating with the web service is specified in profiles. You can easily call up these profiles during data exchange.









*Operation calls can be configured in profiles.*



*You can integrate web services by simple configuration in the Web Services Consumer.*

## 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](mailto:sales@omninet.be)  
Web: <http://www.omninet.be>

**OMNINET GmbH**  
Switzerland  
CH-8808 Pfäffikon  
Email: [sales@omninet.ch](mailto:sales@omninet.ch)  
Web: <http://www.omninet.ch>

**OMNINET GmbH**  
Germany  
D-90542 Eckental  
Email: [sales@omninet.de](mailto:sales@omninet.de)  
Web: <http://www.omninet.de>

**OMNINET OOO**  
Russia  
RUS-Moscow 107045  
Email: [sales@omninet.ru](mailto:sales@omninet.ru)  
Web: <http://www.omninet.ru>

**OMNINET Nederland**  
Netherlands  
NL-2517 JK Den Haag  
Email: [sales@omninet.nl](mailto:sales@omninet.nl)  
Web: <http://www.omninet.nl>

**OMNINET Austria GmbH**  
Austria  
A-1200 Wien  
Email: [sales@omninet.at](mailto:sales@omninet.at)  
Web: <http://www.omninet.at>

All hardware and software names used are trademarks or registered brands of the respective manufacturer.  
©OMNINET. Subject to change without notice. This document replaces all previous descriptions. OT 10.3, 07/2014