

Services

Competent support around OMNITRACKER

From implementation project through to continuous operational support, OMNINET offers services which facilitate the fast, efficient and long-term flexible application of OMNITRACKER in all your business processes. This enables you to implement OMNITRACKER quickly and efficiently and operate it securely. You can depend on experienced OMNINET employees to answer all your questions relating to OMNITRACKER.

Key Benefits

Comprehensive support

- Consulting
- OMNITRACKER implementation
- Customizing
- Project management and project controlling
- Training
- Operation
- Support and on-call service

Fast project implementation

- Step-by-step implementation
- Efficient and transparent communication

Proven processes

- Generic procedure model
- Tested in many projects
- Scalable and adaptable

Qualified employees

- Many experienced employees
- High level of qualification
- Targeted further education

Long-term reliable service provider

- Successful over many years
- Stable growth
- Independence from investors
- No outsourcing of core activities
- High employee motivation

Challenges

When a new software is being introduced, in-house employees often lack the necessary knowledge and experience. In addition, internal processes must often be adapted simultaneously.

Support in all project phases

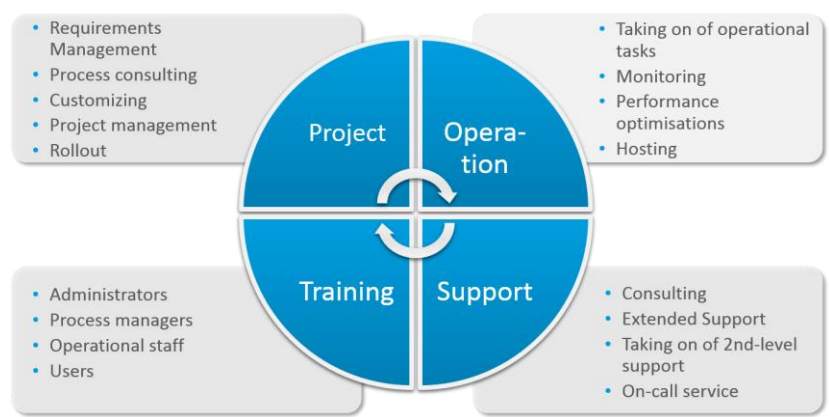
In order to successfully implement your projects, you need a partner with experience in the tool being used, in the relevant processes as well as in the efficient implementation of software projects. This alone ensures the smooth introduction of a new software.

How can OMNINET help you?

As a universal business process platform with a modular design, OMNITRACKER can be used in various ways. OMNINET is a reliable project partner, supporting you from process analysis and definition of requirements through to continuous operation.

Thus you always have a reliable contact person for all your questions around OMNITRACKER.

Hard to believe? Let us prove it!



Services around OMNITRACKER

OMNINET supports you in all phases of the development of your business processes. The OMNINET service spectrum encompasses all activities around the implementation and operation of OMNITRACKER:

- Process and requirements analysis
- Design of system and business processes
- Configuration and implementation of optimised business processes on OMNITRACKER, generally based on pre-configured applications (process modules)
- Project management and project controlling
- Coaching your employees during the whole implementation project
- Training those responsible for the process, system administrators and users
- System operation
- Hosting

You can freely determine the levels of support and cooperation.

OMNITRACKER implementation

When implementing OMNITRACKER in your company, you can count on the support of our qualified and experienced employees. Our consultants have already introduced OMNITRACKER into many companies and will give you competent advice on the implementation of your processes. Our projects proceed according to a proven procedure model that has been repeatedly tested in practice. This enables us to implement high quality projects on schedule.

Workshop

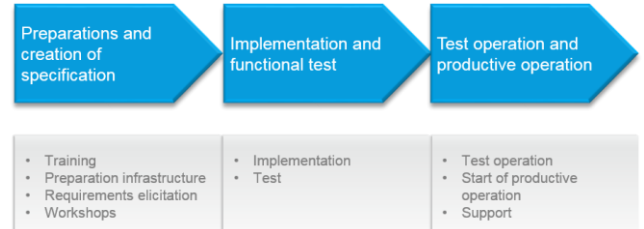
We work out the requirements together with you in a workshop.

Requirements management

We elicit your requirements and document them systematically and transparently in the OMNITRACKER Requirements Management Center. Using the OMNITRACKER web client you can access the requirements and comment on and approve them. Through transparent communication we ensure that we and our customers are pulling together at all times and are acting on the same assumptions about the system to be developed.

Design of system and business processes

Together with you we work out the processes to be implemented.



We conduct OMNITRACKER implementation projects according to a proven procedure model.

Project management and project controlling

We have implemented OMNITRACKER for several hundred customers in various sectors, from medium-sized businesses to large international corporations. We also take on project management and project controlling. In order to implement all projects efficiently, we always adapt our approach to the current needs of our customers. We are supported in this by our standardised procedure model, which is scalable and adaptable depending on project size and complexity. Planning and implementation is transparent and traceable for you at all stages of the project. OMNINET also offers an integrated tools environment for efficient exchange of information, thus ensuring smooth communication with the customer.

Consulting and customizing

After defining the system and business processes, we implement the requirements based on OMNITRACKER quickly and efficiently.

OMNITRACKER has a modular design, so that you can expand your OMNITRACKER installation at any time with further OMNITRACKER applications, OMNITRACKER core components or your own applications. At any time our experienced employees can advise you or our consultants can fully implement new requirements.

Operational support

We don't just implement and operate OMNITRACKER for many, very diverse customers, we also use our own product on a daily basis. You, too, can benefit from this experience. OMNINET can,

for example, completely or partially take on the operation of your OMNITRACKER applications. You can then concentrate on your core business in the certainty that your OMNITRACKER applications are running in a secure and stable manner.

We offer various models to support your business, which we tailor to your individual needs. We take on many of the tasks required by our customers around the operation of OMNITRACKER:

- **Installation and upgrade**
- **Performance analysis:** Analysis of the architecture and your OMNITRACKER configuration, suggestions for improving the performance of your OMNITRACKER applications
- **Administration and monitoring** of the current systems
- **Taking complete charge of the operation:** Provision of entire OMNITRACKER environment. In this case you do not need to set up any IT infrastructure for the OMNITRACKER server or train any administrators of your own.
- **Operational support:** Coaching and consulting for your software operation staff increases the operating stability of your OMNITRACKER applications

Support

In order to relieve the pressure on your support, our experienced employees can take on 2nd level support for your OMNITRACKER applications. This involves direct communication with your 1st level support. OMNINET integrates seamlessly into your service chain.

As well as supporting your OMNITRACKER applications, we can also take on your on-call services, for example, during system integrations or in order to cushion demand peaks and resource shortages.

Training

In order that you can become familiar with and understand OMNITRACKER in those application areas of interest to you, we offer you a highly efficient training program with coordinated modules in our modern training centres.

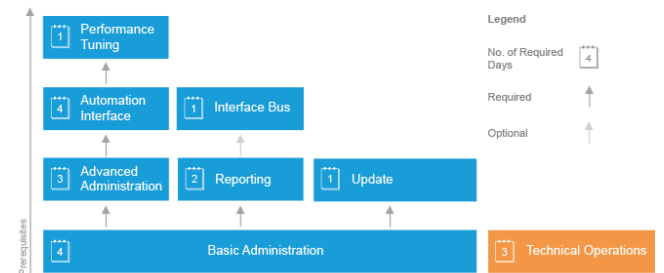
Our competent trainers with project experience guide the participants from the theoretical basics through to practical application. Every course module includes a practical component, in which the participants can

directly apply and deepen their acquired knowledge. This ensures the communication of the necessary theory and also its relevance for practical implementation.

The training program includes training for the following target groups:

- **Administrators**, who configure OMNITRACKER and implement their own processes based on OMNITRACKER.
- **Process managers**, who are in charge of designing the processes and responsible, for example, for the OMNITRACKER IT Service Management Center or OMNITRACKER Project Management Center in their area.
- **Software operation staff**, who are responsible for the IT infrastructure, which OMNITRACKER is used on and must ensure the ongoing operation of OMNITRACKER.
- **Users**, who use OMNITRACKER for their daily work. These training courses are individually tailored to your OMNITRACKER system.

TRAINING STRUCTURE | OMNITRACKER ADMINISTRATOR









Training program for OMNITRACKER administrators

On request our team of trainers also would be happy to give inhouse training at your company location. This means you can offer your employees individual training, tailored to your own OMNITRACKER installation.

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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