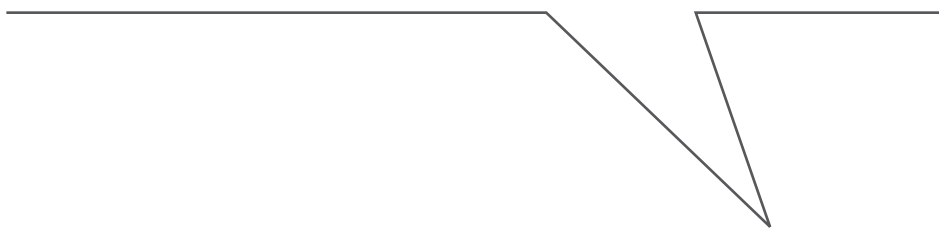


Digitalization is  
hard. They say.

But not our  
customers.



Your Austrian partner for  
digital transformation.



As part of the OMNINET Group, OMNINET Austria GmbH is the official point of contact in Austria for the business process platform OMNITRACKER. We are an experienced and ISO-certified consulting and implementation partner in the digitalization and automation of IT and non-IT services.

Our competencies include ITIL®4-certified IT and Enterprise Service Management software with customizable workflows and process automation, as well as Business Intelligence solutions.

## A digital organization— at the touch of a button



Business process ecosystem  
OMNITRACKER

Business consulting, training,  
project management, sales,  
implementation



Business Intelligence  
OMNILYTICS

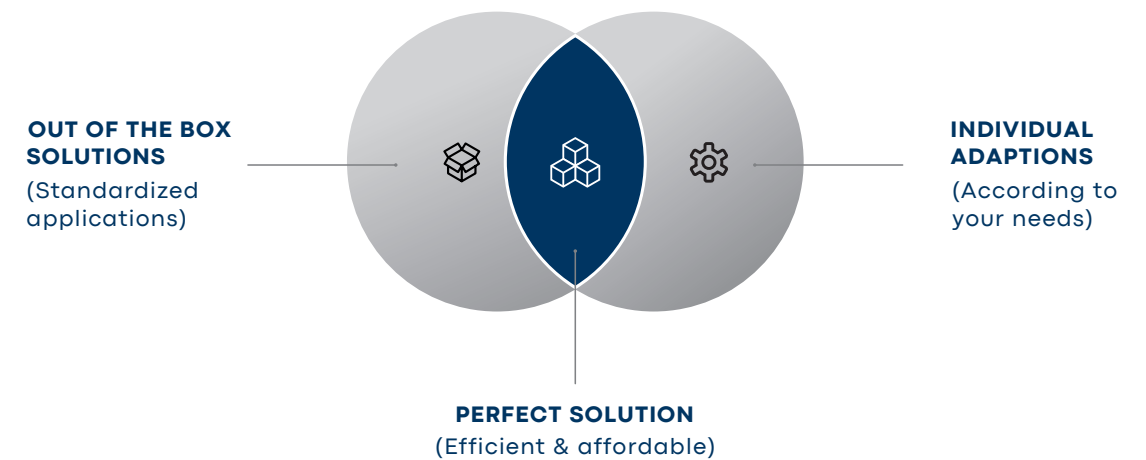
Business consulting, training



Individual  
software solutions

Product development,  
software development

# Best practises— out of the box

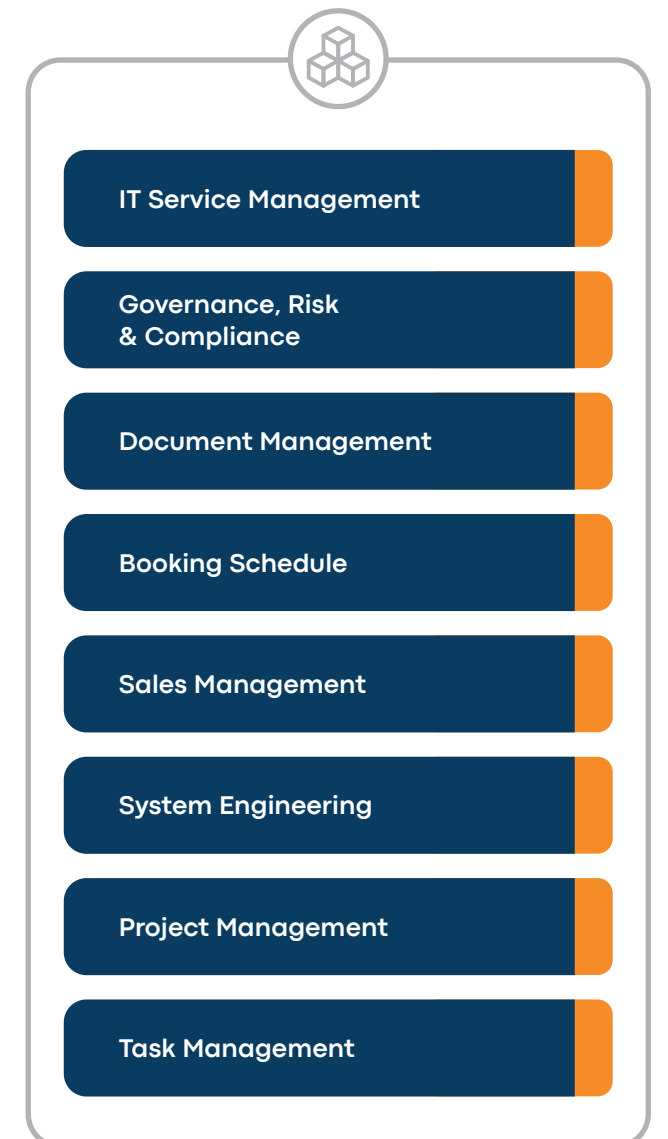


## OMNITRACKER platform

Limitless configuration with top performance, increased process control, and future-proof

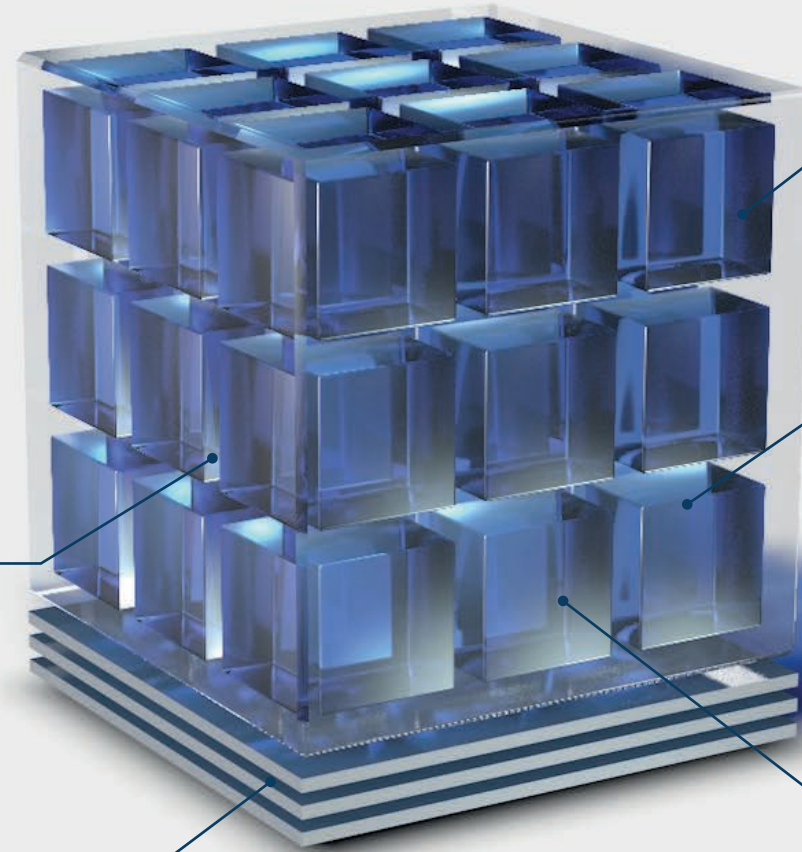
The flexibly configurable software solution for business processes consists of a core system, comprehensive interfaces, and applications (system modules), with which you can digitally map the processes in your company.

All applications access the same data within a single tool. This saves time and effort in the day-to-day operation, maintenance and data administration of each of your processes. At the same time, you benefit from better system performance and higher service quality.



# Low-code development using OMNITRACKER

Configuring instead of programming



## Connectors to third-party systems

Interfaces for the connection of third-party systems



## Variable clients

Mobile access from any device



## Versatile combinations

Combination of modules and development of customized elements



## Modular apps

Applications that digitally map one business area each



## Business platform

Core system with central database and comprehensive configuration tools

All OMNITRACKER applications can be used out of the box, which simplifies the start and the tool implementation. At the same time, you can use customizations or additional OMNITRACKER applications to specifically extend the functionality of your overall system. The majority of the configurations are done without manually produced code. All adjustments take place in the administration area. The front-end user interface of the personal workspace can be individually customized.

With the included modeling tools, you are able to define all actions, dependencies and conditions of your processes yourself. The low-code environment includes editors that allow you to design your workflows, (web) forms, rules and scripts yourself. Even complex customizations of your software ecosystem are possible with little programming knowledge.

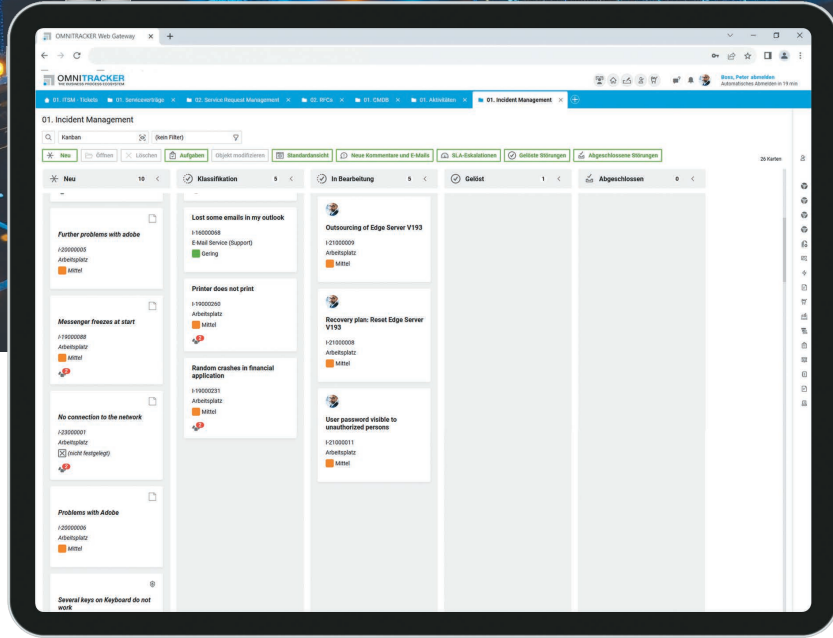
## Accredited standard

PeopleCert officially certifies OMNINET's ITIL®4 compliance. A total of 15 ITIL®4 practices of the OMNITRACKER ITSM Center were awarded.

The accreditation certifies both the quality of the ITSM software and the know-how of the experienced project consultants. This enables efficient projects according to the current framework standard. The international best practices defined by ITIL® provide well-founded and industry-independent recommendations in the field of IT service management, and thus support organizations of all sizes in continuously developing the quality of their services and designing IT processes in a target-oriented manner.







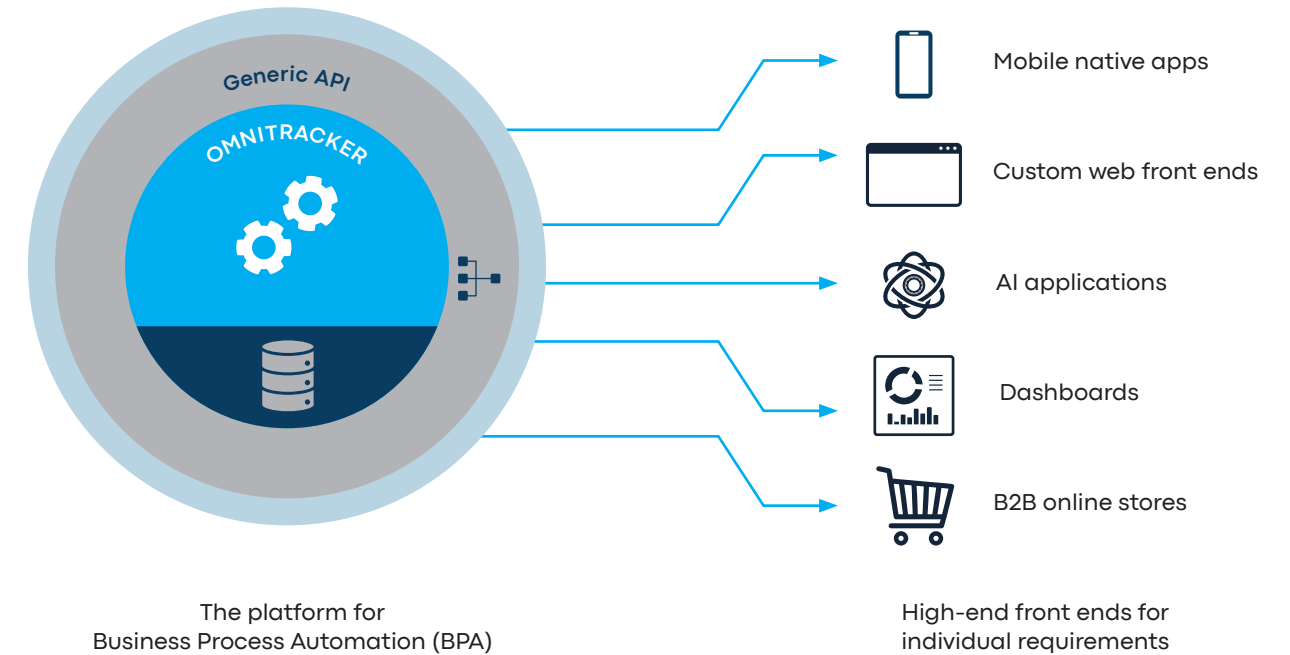
## Individualized front end & modular back end

User experience design and front-end development by OMNIVOLUTION (part of the OMNINET Group)

Front end and back end must always be perfectly coordinated. The combination of standardization and the resulting process automation using BPMN as well as low-code development creates far-reaching scaling and increased efficiency. Well-designed front ends with an intuitive user interface build on this foundation, enabling the potential of the OMNITRACKER BPA platform to be maximized. This allows complex requirements to be implemented with a high-quality design.

OMNITRACKER

OMNIVOLUTION

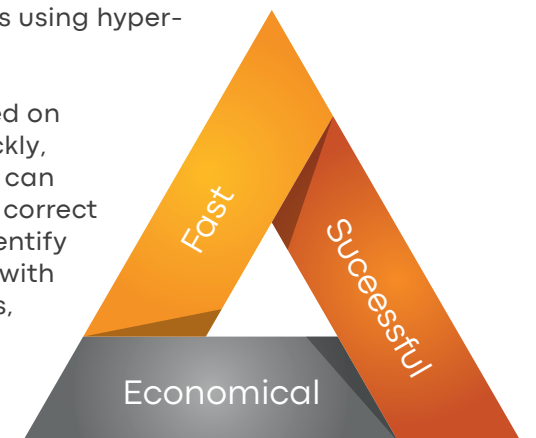


## Hyperautomation

Efficiency improvement with the help of AI

The OMNITRACKER Business Process Automation (BPA) platform is the foundation of our individual digitalization solutions. The platform supports the development of a holistic process infrastructure and is comprehensively scalable. Artificial intelligence considerably expands the automation potential of the OMNITRACKER AI Platform, significantly increasing the efficiency of business processes using hyper-automation.

With the OMNITRACKER AI Platform, a wide variety of use cases based on individual customer data and data models can be implemented quickly, especially for high-volume service organizations. For example, the AI can automatically categorize incoming messages and route them to the correct agent; information from documents or images can be read out to identify and supplement relevant process data. The AI also provides support with intelligent suggestions for similar tickets and individual solution texts, which are formulated fully automatically based on the company's own knowledge database and offer ticket agents and customers direct added value.



**Data.  
Understand.  
Decide.**



## OMNILYTICS

Your modular Business Intelligence tool

OMNILYTICS is a modular comprehensive solution for requirements in the areas of Business Intelligence, reporting, and analytics based on the market leader Microsoft®.

With the OMNILYTICS Data Factory Solution, you create a central data pool that you can access for all your analyses. With the OMNILYTICS Modeler, you create data models that are the basis of your individual dashboards and reportings. OMNILYTICS BPMN helps to better evaluate automated workflows. The OMNILYTICS Library offers proven BI templates for efficient implementation. With our unique and innovative consulting concept, OMNILYTICS Services, we develop your individual BI strategy together with you. Therefore, we support you in modeling your data and jointly build the necessary software architecture.

In an agile sprint process, the project objectives and the strategic approach are defined before implementation and evaluation begin. This procedure keeps you flexible and provides you with quick and sustainable results. This way, you generate real value out of your data.

The user-friendly OMNILYTICS Modeler allows the simple and clear creation of data models. Well-planned and sensibly structured data modeling is a prerequisite for all subsequent work steps of your analytics projects, including visual preparation.

**Use the OMNILYTICS Modeler for:**

- an effective modeling of your data.
- a variable translation of the analysis model contents into different languages.
- a verifiable, versioned documentation.



Parent education platform Carinthia



To the project result

Energy certificate center Vorarlberg



To the project result

## Individual software development

Your web or desktop application tailored to your needs

The entire OMNINET Austria team brings extensive expertise to implement your digitalization project quickly and efficiently. We use Microsoft.Net technologies as well as other leading tools and development tools. Of course, we also take care of the topics of database systems and interface integration.

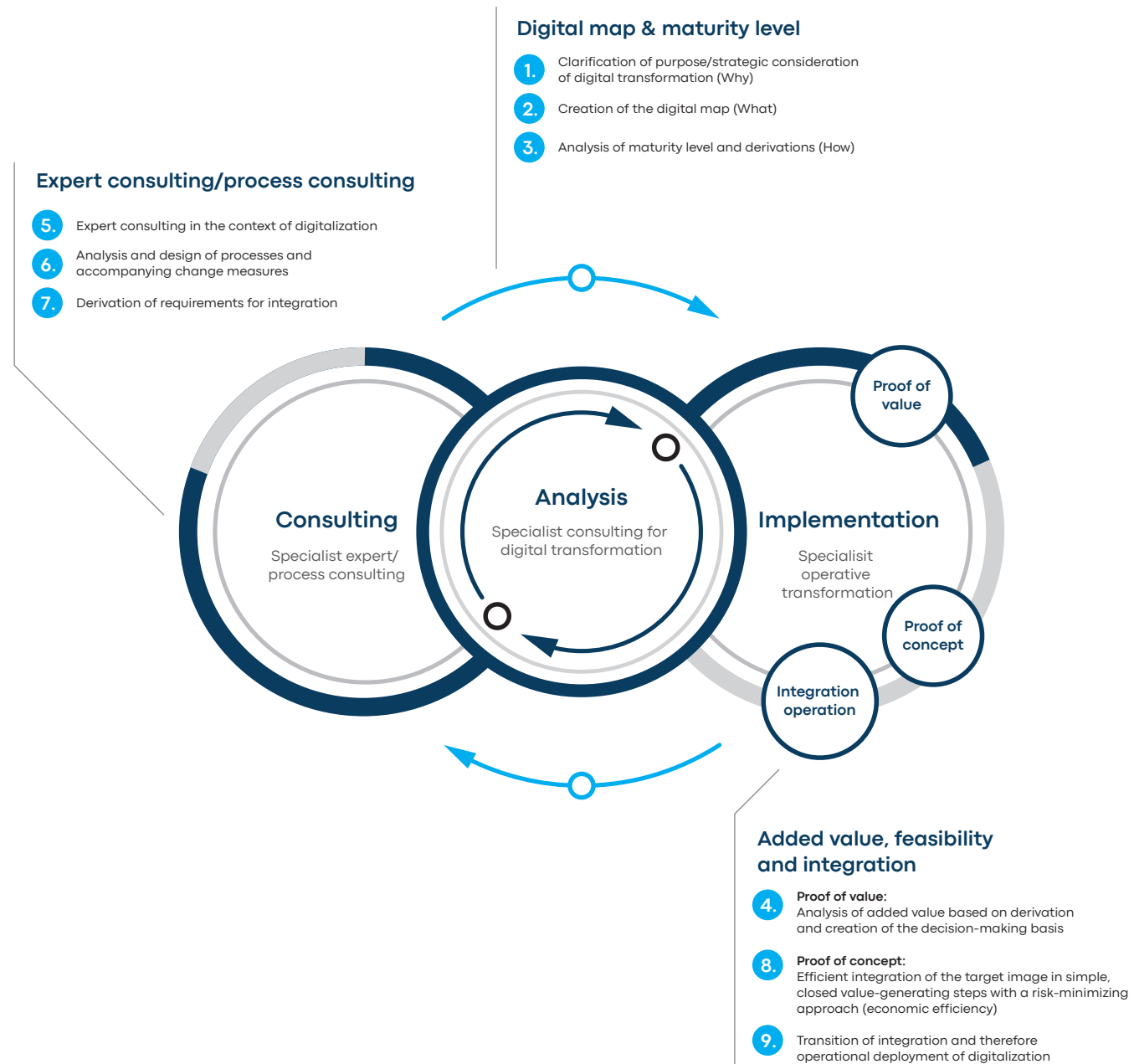
**Our strengths:**

CMS implementation and customization, template development, interface programming to third-party systems.

- ASP (C#, Razor)
- PHP (CakePHP)
- Angular
- C# (WPF, Windows Forms)



# Process consulting & technical implementation



We support our customers both consultatively and technically in all phases of their digitalization projects.

From process and requirements analysis to the design of business processes and their implementation, and even employee training, we help wherever we can.

The illustration describes our approach model, which we adapt to your needs.



## Two locations: always personal contacts for your projects

Our consulting and development team advises you personally and professionally in the development and implementation of your digital projects. Our teams in Vienna and Styria support you on-site and remotely with your projects.

As an experienced software partner, we have already realized several thousand customer projects in over 750 productive systems. With the experience of over 450 consulting and implementation sprints in Business Intelligence projects, we offer our customers a focused consulting concept and result-oriented implementation for holistic corporate management.

### Competence for your success

Our team consists of experts from the following specialist areas:

- IT-consulting and customizing
- Software development
- Business Intelligence consulting
- Software testing
- Sales
- Project management





## Independent solutions

For companies of the SME sector to global players: We support all enterprises in the digitization and automation of IT and non-IT services. OMNITRACKER is used in all industries and company sizes. Thanks to our experience and flexibility, we serve all branches as well as niche sectors with individual solutions.

## Satisfied customers



SIEMENS



PRINZHORN  
GROUP



DAIMLER



## About OMNINET

OMNINET, headquartered in Eckental near Nuremberg, Germany, and with national branches and international subsidiaries, is a specialist for ITIL®4-certified ITSM & ESM software with a focus on customizable workflows and process automation with AI. Interfaces, BI reporting, compliance solutions and other modular applications extend the functional scope of the all-in-one solution OMNITRACKER.

OMNINET is certified according to ISO standards and has been delivering award-winning software products for over 30 years—100% made in Germany. The OMNITRACKER low-code platform is the industry-independent software solution for individual digitalization strategies.

## Contact OMNINET Austria GmbH

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