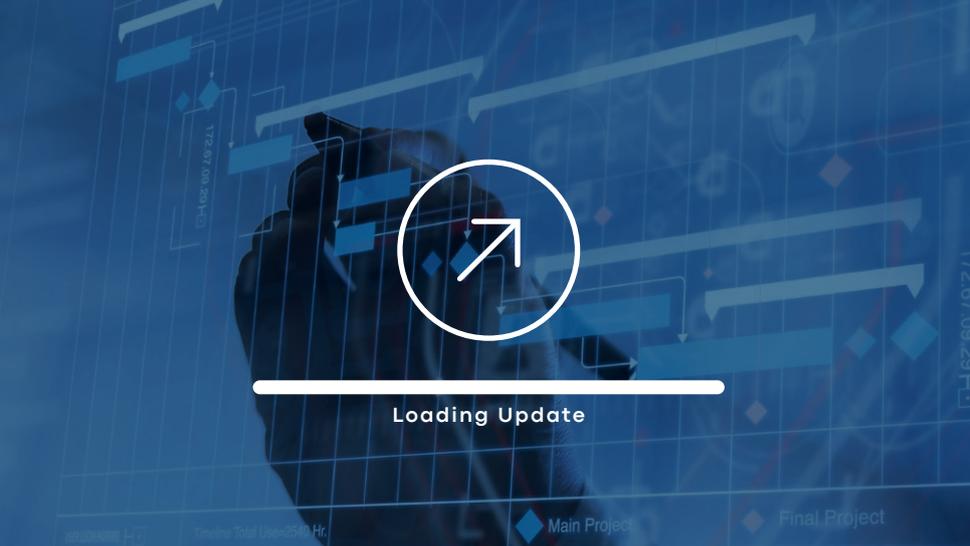


ITSM migration

Perform system upgrades efficiently



Your benefits

- ✓ Transparency of costs and scope of services
- ✓ Quick start and low investment costs
- ✓ Field-proven migration path with tool support
- ✓ Direct purchase from the manufacturer
- ✓ Extraordinary combination discounts on new applications
- ✓ Latest ITSM features
 - Integrated web store
 - Central ticket history
 - ITIL®4-capable
 - Service-centric processes
 - Self-service-portal-capable
 - Mobile ticket processing

Easy migration at a glance

Service management standards are constantly evolving. This also applies to OMNINET's standard ITSM applications. Companies using OMNITRACKER customize their systems, optimize processes or introduce new features. As a result, the need for an application upgrade increases with ongoing operations or evolved structures.

OMNINET offers the following migration options:

Option 1: Out-of-the-box packages

With the basic package, you receive fundamental support for your ITSM system implementation. In the "New System Light" package, we take care of additional data migrations for you.

Option 2: Individual new system

More complex, highly customized systems require an individual upgrade procedure. With manufacturer expertise and standardized project procedures, upgrades are easy to implement even for mature systems.

OMNINET migration packages of the OMNITRACKER ITSM Center

Basic Package

Basic migration for your ITSM Center

- Setup of the new productive environment
- Implementation of master data imports from your previous system
- Test phase and feedback
- Go-live support during the first week
- ITSM training documentation
- Templates for imports
- Temporary provision of the OMNITRACKER software required for migration
- Preferential conditions on the purchase of new applications

8.000 €

New System Light

Includes the Basic Package and additionally the following features and services

- Advanced templates for imports
- Performance of data migration for the following additional system areas:
 - ITSM categories
 - Call tickets, including self-service portal and knowledge base
 - Incidents, problems and service requests
 - Emails (incoming and outgoing)
 - Optional: further processes and interfaces according to effort and separate order

15.000 €

New System

Individual Migration Project

- Perfectly adapted to your target system
- Adoption of selected features
- Redesign with streamlining of workflows
- Further processing of tickets in the target system
- Transfer of attachments, histories and interfaces
- Transfer of individual services

Price on request



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.

More services

Our consulting experts advise you on the development and implementation of your digital projects. As a reliable software partner, we have accompanied thousands of software projects in over 750 live systems. With this extensive experience and know-how, we support you in all phases: from requirement analysis and implementation to system migrations and workflow optimization —always with assistance of our technical support. Our trainings for end users, administrators and customizing trainings as well as web-based seminars complete the OMNINET service portfolio.



About OMNINET

OMNINET, headquartered in Eckental near Nuremberg, Germany, and with other national branches and international subsidiaries, is one of the market leaders in the field of business process software, especially in the field of IT and enterprise service management. The product portfolio ranges from a highly flexible platform for the digitization and automation of business processes to BI tools and cloud-based service management solutions.

OMNINET is certified to ISO standard and has been delivering certified and award-winning software products for 25 years—100% made in Germany. OMNITRACKER is the industry-independent software solution for an ITIL®4- and GDPR-compliant implementation of individual digitization strategies.

Contact

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