

# AI-powered service desk solution: highly automated ticket routing

## About the project

As an internal IT service provider, AGRAVIS IT ensures smooth digital processes and manages all services and devices for over 7,000 users at AGRAVIS Raiffeisen AG. The broad portfolio, with several hundred applications, makes the IT landscape highly complex and requires extensive know-how within the service desk when processing tickets. Additionally, the ESM expansion into areas such as facility management increased the number and variety of requests. Manual assignment across hundreds of service categories was time-consuming, error-prone and led to misassignments and extended processing times.

OMNINET has collaborated with its partner lector.ai to develop AI models that have been specifically trained on AGRAVIS category trees and ticket types. These models have been seamlessly integrated into OMNITRACKER workflows. The system analyzes natural language content, automatically classifies tickets and routes them directly to the appropriate team. It also provides relevant additional information, such as the type of request or possible standard solutions from the knowledge database. After a successful testing and implementation phase, employees report significantly higher efficiency, better quality, as well as a noticeable reduction in their daily support workload.

## Highlights

- ✓ AI-supported classification of all service desk requests
- ✓ Automated ticket routing to the right processing team
- ✓ Reduction in overall ticket processing times by avoiding misdirected tickets
- ✓ Increased satisfaction among service desk employees

## The components used



Self-service portal



IT service management



BPMN automation

OMNITRACKER  
AI PlatformKnowledge  
databaseHybrid  
operation

## Our customer

- ✓ Industry: (Wholesale) Trade and services in the agricultural sector, direct business with agriculture
- ✓ Over 400 locations
- ✓ More than 7,000 employees
- ✓ OMNINET customer since: 2015

Our constant work—in collaboration with OMNINET and lector.ai—on AI-based automation of manual ticketing activities in the service desk is paying off: shorter waiting times, fewer misassignments, faster training, better evaluation options thanks to standardization and generally faster solutions with fewer resources.

**Kirsten Smit, Head of Service Desk,  
AGRAVIS IT**

## About OMNINET

OMNINET, headquartered in Eckental near Nuremberg and with international branches, specializes in ITIL®4-certified ITSM & ESM software with a focus on modelable 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 providing certified and award-winning software products for over 30 years—100% made in Germany. The flexible OMNITRACKER low-code platform is the industry-independent software solution for individual digitalization strategies.

## What you can expect

Our purpose is to empower your business with high-quality software solutions. With us, you succeed in a rapidly evolving digital landscape and enhance your growth potentials.



### Results-driven consulting

To reach your goals, our consultants help you identify your needs and develop tailored strategies, from technology selection to architecture design.



### Versatile project management

With a focus on agile methodologies, we ensure your projects are delivered smoothly, on time, within budget, as well as with exceptional quality.



### Practical training

We empower your team with skills to make the most of our software solutions. Our trainings cover best practices, tool utilization and agile development.

**Together, we create software that drives growth and innovation, helping your business stay competitive and future-ready.**

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