

Internal service desk solution with automated ITIL[®] processes and KPI dashboard

About the project

The OMNITRACKER ITSM Center, which has been used since 2009 to improve ticketing performance, puts the ITIL[®] processes essential to the Vinzenz Group IT department—Service Desk, Incident Management, Service Request Management and Service Asset & Configuration Management—into practice. The use of an interactive BI dashboard helps with the visual representation and evaluation of ticketing metrics such as status and number of open tickets, average processing time, SLA fulfillment, ticket distribution by category and priority as well as trend analyses.

In combination with the Systems Engineering Center, this creates a central service desk solution for IT management, in which requirements, patch management and documentation are all digitally mapped in a uniform manner.

The objective of the project is the continuous optimization of service quality and performance, verifiable by means of measurable values. BPMN modeling additionally ensures greater traceability and transparency in the process visualization.

Highlights

- ✓ Efficient ticketing with automated workflows
- ✓ Structured BPMN process model
- ✓ Measurable service quality for constant optimization
- ✓ Interactive KPI dashboard
- ✓ Seamless integration into existing systems

OMNITRACKER components used



IT service management (ITSM Center)



System development (Systems Engineering Center)



BI reporting (OMNILYTICS)



BPMN automation



OMNITRACKER as a low-code platform



Interfaces for third-party system integration

Our customer

- ✓ Industry: healthcare
- ✓ Clinics, care facilities, rehabilitation centers and other healthcare institutions with over 3,500 beds in Vienna, Upper Austria and Lower Austria
- ✓ Vinzenz Group IT as internal IT service provider
- ✓ 12,000 IT end users supported
- ✓ OMNINET customer: since 2009

OMNITRACKER, BPMN and OMNILYTICS together offer a consistent, transparent and powerful IT service environment for both operational efficiency and strategic management. In addition to the ongoing development of the entire platform, the excellent support and extensive expansion options, the independent customization options were a very important factor in our decision to use OMNITRACKER as our central service management tool.

Christian Pelikan, Service Desk Team Leader – CSC Vienna, Vinzenz Group 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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