

SOM Enterprise

Web store solution for B2B services



Your benefits

- ✓ Combination of professional e-commerce solution and OMNITRACKER business process management
- ✓ Preconfigured ITSM online shop and services catalog with standard integration in OMNITRACKER ITSM Center
- ✓ Simple ordering of more complex service products
- ✓ Save costs for the service organization through standardized management of service offerings
- ✓ Intuitive user experience in self-service comparable to B2B and B2C online shops
- ✓ Extensive individual extension options for integration with OMNITRACKER and third-party systems via standard interfaces
- ✓ Customizable online shop interfaces and white labeling possibilities through multiple frontend themes

The e-commerce extension for OMNITRACKER

For ordering processes in the service management environment, users increasingly expect professional online shops that reproduce the e-commerce experience they are used to in their private lives.

With the optional integration of a professional e-commerce solution, OMNITRACKER SOM Enterprise provides the storefront extension for OMNITRACKER ITSM Center to meet these requirements for B2B and B2C service catalog portals.

In addition to the existing OMNITRACKER online shop functionality, products and services can be integrated or offered independently by the OMNITRACKER Self-service Portal.

With the almost unlimited theming options of the online shop interfaces, you can implement your individual requirements for the storefront and map several different stores web for different target groups in parallel.

Features of OMNITRACKER SOM Enterprise



Integration with ITSM processes & assets (ticketing & CMDB)



Standard features for IT service catalogs



Utilization of the OMNITRACKER database



Customized frontend design (white labeling & theming)



Easily customizable item management



Flexible extension and integration of features



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 running 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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