

## Dispatch Center

Easy dispatch of  
field service staff

### Your benefits

- ✓ Simple and flexible scheduling of all orders of your company
- ✓ Improvement of adherence to delivery dates and thus increase in customer satisfaction and corporate image
- ✓ Consistent reporting for tracking all actions
- ✓ Faster processing of new assignments thanks to extensive search and filter functions
- ✓ Consideration of knowledge, skills, and equipment already in the planning stage
- ✓ Combine jobs in a smart way to save valuable resources, time, and money
- ✓ Use on desktop, laptop, and mobile devices

### Scheduling software for efficient resource planning

When dispatching and managing field staff, many factors must be considered, and all assignments must be planned precisely. You have to react quickly to constantly changing situations and always keep on top of things.

With efficient deployment planning in the field, however, you not only ensure that your customer satisfaction increases, but also that your employees are optimally utilized. Thus, you ensure the profitability of your business, as you can concentrate on core competencies.

OMNITRACKER Dispatch Center enables you to manage your field staff flexibly, to plan and track all assignments based on need. You can also respond quickly to schedule changes. For integrated route planning, Google Maps™ or OMNITRACKER GIS Gateway is used.

## Features of the OMNITRACKER Dispatch Center



Clearly structured  
dispatch planning



Route planning  
with Google Maps™



Comprehensive search  
and filter functions



Management of skills,  
knowledge, and equipment



Web client for access  
from any device



Integrated  
customer database



## 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 standards 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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