

Press-release  
Moscow  
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## **ICL Services and OMNINET became strategic partners**

**The companies ICL Services and OMNINET Russia and CIS - Russian division of the leading European vendor of service solutions for business-processes automation - entered into a long-term partnership agreement. New level of relations will allow the companies to expand the field of business development significantly through the implementation of joint large-scale ITSM projects.**

*"Within the framework of the partnership development, we plan to co-promote OMNITRACKER for customers in Tatarstan, other Russian regions, and foreign customers, - says **Executive Director of ICL Services Ruslan Vagizov**. - In addition, the partnership with OMNINET will enable ICL Services to develop their own solution based on OMNITRACKER for our customers and integrate it with other applications and ITSM solutions on terms of favorable financial and technical cooperation".*

Intelligent software solution OMNITRACKER developed by the company OMNINET, is the best option for the business processes automation for companies from various industries, including the processes of service organizations. «ICL ITSM powered by OMNITRACKER» is solution in ICL Services portfolio that is provided under SaaS-services Service Desk model. It is flexible, fast and modern software product designed for large business companies. As part of the partnership, the partners plan to develop new solutions based on cloud infrastructure and software ICL Services OMNITRACKER product in the short term.

*"Development of regional network is one of the priority tasks for OMNINET. We value and respect the experience and reputation of the ICL Services on the market of Tatarstan and Russia generally. We are confident that partnership is right and well-timed strategic decision, and look forward to the successful implementation of joint projects", - commented **Michael Dobner, CEO of OMNINET Russia and CIS**.*

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### **About OMNINET**

OMNINET ([www.omninet.ru](http://www.omninet.ru)) is a leading supplier of software solutions in Russia and CIS for automating IT services based on the recommendations of ITIL. Founded in 1993 in Germany, the company has offices in Vienna, Brussels, The Hague, Bern and Moscow. Since 2008, OMNINET has been actively expanding into Russia and CIS (Ukraine, Kazakhstan, Azerbaijan).

The OMNINET's subsidiary in Russia was opened in 2010. OMNINET's customer list in Russia and CIS includes: VTB24, OMK, Svyaznoy, Insurance company "Alliance", Moscow Exchange, BFA Bank, Pony Express, Yum! (KFC, Pizza Hut), DaSreda, Rolf, AutoSpecCenter, World Class, AlfaStrahovanie, Bank Saint Petersburg, Sportmaster, Lenenergo, Azercell Telecom, Bank Standard (Azerbaijan), Kazakhmys Corporation (Kazakhstan)etc. OMNINET also collaborates with a number of leading local system integrators, including: Cleverics, Digital Design, ICL Services, Softline, LANIT, CROC, Optima Services, Omni Way UA, Inline Group West. In the international market, OMNITRACKER customers are: Siemens, Sparkassen Bank, Epson Europe, Union Investment, Deutsche Telekom, T-Systems, Mercedes-Benz, Kabel BW, Trend Micro and many others.

OMNINET has been awarded the status the Champion of the Service Desk vendors market by the experts of international agency Info-Tech Research Group in the annual rank «Vendor Landscape: Enterprise Service Desk Software, 2014». OMNITRACKER system has received the award «Best Overall Value» among solutions of major vendors in the market.

### **About OMNITRACKER**

OMNITRACKER ([ru.omnitracker.com](http://ru.omnitracker.com), [omnitracker365.com](http://omnitracker365.com)) is a software solution for business processes automation that is also applicable to a wide range of service organizations: IT services, call centers, customer relations, project offices and other business units. The solution can be implemented easily and cost-effectively, and adapted to the customer's tasks and goals; it allows integration of processes and data, and offers virtually infinite opportunities for enhancing functionality. OMNITRACKER is easy to implement, administer, and use.

**ICL Services** (<http://icl-services.com/>) – pioneers of professional IT outsourcing in Russia, included into the top 10 largest suppliers of IT support services in Russia. The company operates in the international market since 2006. ICL Services Service Portfolio is structured in the following areas: services (consulting, development, implementation and maintenance of applications, support IT infrastructure), and solutions (in finance, energy and engineering, logistics and retail sectors).