

Press release  
Moscow  
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## **OMNITRACKER propels Trading House Intertorg to the next level**

**OMNINET Russia and CIS - Russian division of the leading European vendor of service solutions for business-processes automation - announces the successful completion of the project on creation of a centralized ITSM process management IT-service (incidents, requests, and tasks) in Trading House Intertorg powered by OMNITRACKER.**

More than 400 shops in Intertorg of retail chains like 7Ya, SPAR, and IdeYA will be served by a unified center of incidents, requests and tasks management. The project was implemented based on software OMNITRACKER ITSM Center, which, being flexible, scalable and high-performance solution designed for managing IT services (ITSM), has been proven successful in the market. The project implementation allowed Intertorg significantly improve the maintenance manageability of wide network of shops located in various regions of Russia, and, at the same time, to optimize the costs associated with this maintenance.

Powerful capabilities to adapt the system to the needs of the company, its full integration into the IT environment, and the inclusion to the unified center of third-parties service organizations opened up new opportunities to IT-department of Intertorg of improving the quality of services provided. The company plans to expand the project to the level of a single service management system for all service departments.

- *Active changes in the company in connection with the opening of new sales points and expanding geographical presence of the retail chains demanded IT-services to act appropriately to ensure efficient customer support mechanisms. As a result, we have decided to develop and formalize the common rules for the processing of user requests and to create a single automated IT-service management system integrated in the business processes of the company. Now we have passed the first stage connected to the automation of the incident management process and tasks management based on OMNITRACKER software, and I can say with confidence that the results fully conform to our expectations. The further plans are to develop the system both in terms of increasing the coverage of IT service management processes, as well as the transfer of other service units to work in a Shared service centre, - says **Gary Hodakov, Director of Information Technology Services, Trading House Intertorg.***

**Michael Dobner, CEO of OMNINET Russia and CIS:** *"Such an important project in the Russian market for OMNINET is an indicator of the reliability and security of OMNITRACKER software. Undoubtedly, management of IT-service is the most important component of a large company infrastructure and an indispensable tool for effective business. Our product OMNITRACKER allows Trading House Intertorg to expand the project to the level of the Shared service centre without significant*

*financial investments, as well as providing full, accurate information and maximizing its use to meet the growing demands of mature processes in all service units. "*

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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.

**Trading House Intertorg** ([www.7-ya.ru](http://www.7-ya.ru)) – Russian retailer company, one of the fastest growing companies in the FMCG sector. Includes more than 400 retail chain stores - 7YA, SPAR and IdeYA.