Driving
digitalization

Holistic software solutions for efficient processes

Transformation starts with service management

Companies in change

Digital transformation comprises much more than electronic processing of analog information. It is rather about shortening communication channels, streamlining workflows, and thereby generating synergy effects.

By means of a flexible software solution with targeted, automatable workflows, potentials are used in the best possible way. This efficiency enables companies to grow in a controlled manner, and to remain competitive in the long term.

Service processes as keystone of the value chain

Service management aims to simplify business-critical services and to make them more effectively for consumers. At the same time, the responsibility for costs and risks of service provision is transferred to the service provider. Service processes are to be holistically and across departmental boundaries.

Service providers are increasingly specializing in particular service types and industries in which they acquire the necessary business expertise. This specialization increases the quality, availability and security—i.e., the value—of the services offered. The more standardized service processes are, the more suitable they are for automation, which significantly reduces process costs.

As digitalization progresses, the need for services and the degree of their specialization also increases, especially in the B2B environment. The larger the dimensions and the level of professionalism of a company, the more complex the networks of services and participants become. Service management provides the organizational framework for ensuring that services run smoothly.

Your benefits

- ✓ All relevant information accessible in one central location
- ✓ More efficiency, less downtime and improved product and service quality
- ✓ Transparent processes that can be flexibly adapted at any time
- ✓ Expandable functionality of the modular service management platform
- ✓ Traceability and visual preparation of company data
- ✓ Use of proven workflows as an instrument for adding value to services

What we understand by services

Services are performed process steps that create value for a customer—i.e., quicker responses to inquiries, but also quality improvements or transfers of responsibility and risks. Hereby, the customer can be an actual customer, but also other employees or departments. The structured planning and software-supported implementation of bundled services is referred to as service management.

# View processes holistically and network departments

As a service management platform, OMNITRACKER is the central point of contact for all departments in the company. For optimal performance and smooth workflows, information is made available exactly where it is needed.

What we understand by platforms

The modular architecture of the OMNITRACKER platform operates as a reliable foundation and allows you to add applications at any time. These modules extend your central service management tool with individual software applications, what keeps you flexible for future developments.

Highlight modules

✓ **Project Management Center**
Project management with efficient planning of tasks and resources

✓ **Sales Management Center**
Sales management with contract, product and document management

✓ **SOM Enterprise**
E-commerce extension with web store based solution for ITSM

✓ **Governance, Risk and Compliance Center**
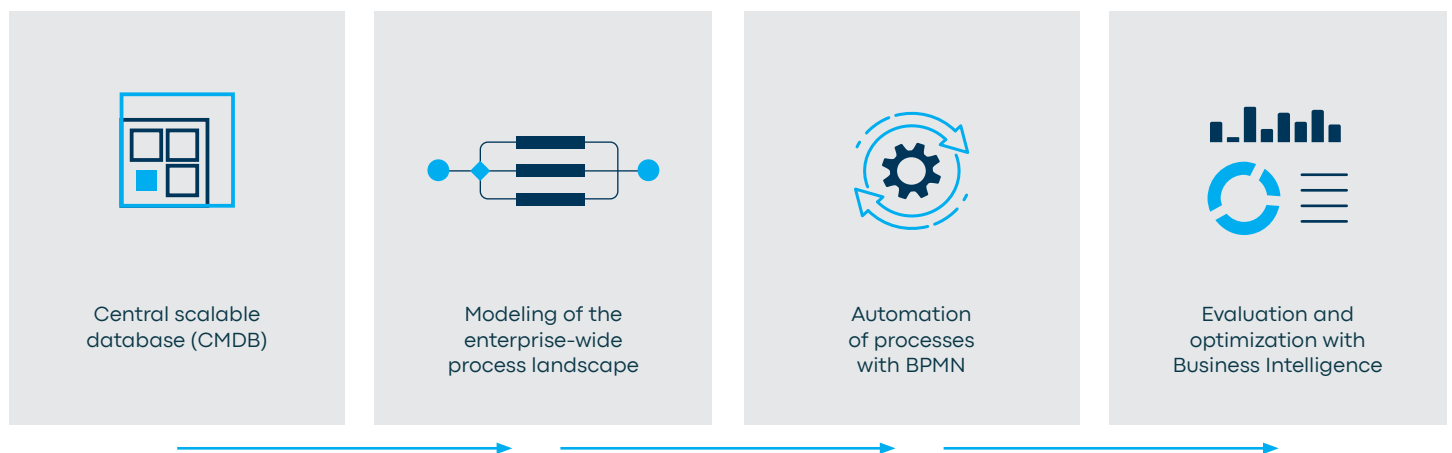Multistandard solution for successful business management
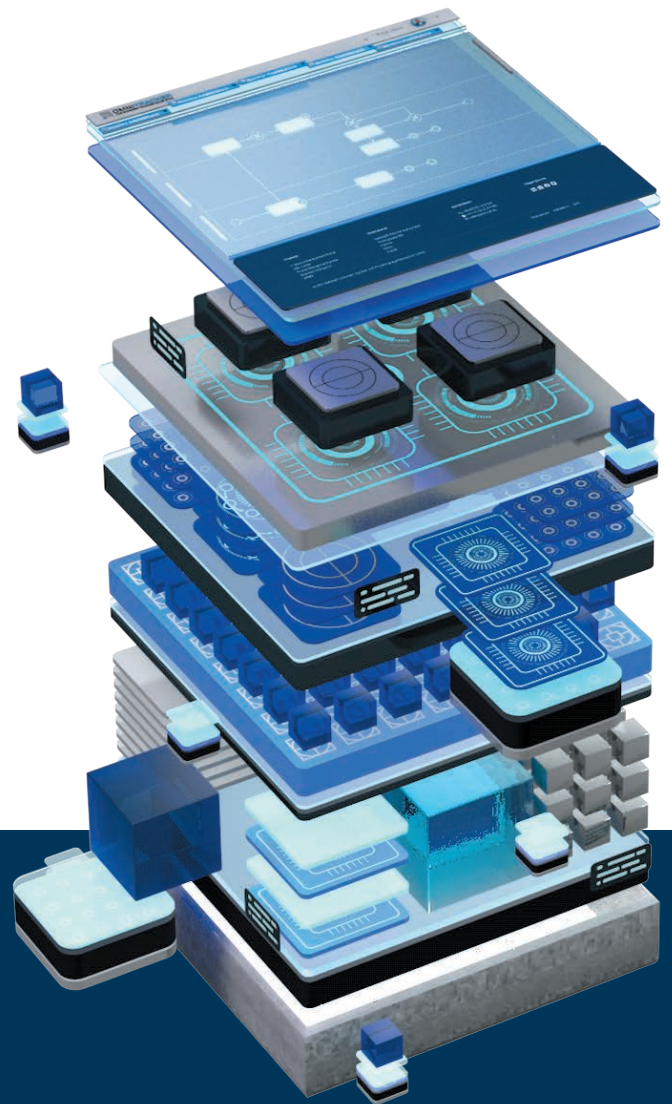
One service desk for all departments

A service desk is a central point of contact for all services and inquiries in the company. From the customer's point of view, this bundling of competences leads to better accessibility, and thus to easier communication with the service desk, as well as to greater reliability in the provision of services. Service providers can use service desks to offer their services within their own company or to (external) customers. Networked service desks across departmental boundaries create additional synergy effects.

A central IT system with a standardized database not only reduces operating costs and maintenance efforts, it also ensures the continuous availability of information.

On the one hand, the structured, ITIL®-compliant and transparent process chains of service desks directly improve the result in terms of processing speed and quality. On the other hand, such workflows can be better measured, evaluated, and optimized. Service desks can be used in almost any business areas, for example by sales or support teams, in facility management, for bookings, in software development projects, and for collaboration with partner companies.

Central scalable database (CMDB)

Modeling of the enterprise-wide process landscape

Automation of processes with BPMN

Evaluation and optimization with Business Intelligence

What we understand by workflows

A workflow describes a chain of individual services with defined successive work steps. Standardization is particularly important in this systematic process execution, as it not only enables automation and measurements, but also performance optimization. The primary objective of digital workflow modeling is to increase value and efficiency. To ensure optimum implementation in practice, the recommended actions of the globally recognized best practice standard ITIL® have become established.

Service management of IT & non-IT processes

Use synergy effects

Quick solutions for support requests and technical incidents—the idea of a tool-based central point of contact for services originated in IT support. Other departments can also take up this concept of standardizing tried-and-tested procedures and bundling information processing by means of service desks. As a result, inquiries of all kinds can be solved more promptly and efficiently via a service desk there as well.

With a central software solution, massive synergy effects and savings potentials arise, especially when cross-departmental workflows are simplified and optimized. Via interfaces, this collaboration can be extended to external partner companies and suppliers. Altogether, business processes become easier to plan, control and measure with a central ESM solution. The more departments network their processes via a uniform service management solution, the faster the return on investment is achieved.

What we understand by ESM

Enterprise service management (ESM) is an extension of IT service management (ITSM), whereby the structured processing of service requests via a service desk is not limited to the IT department, but can be transferred to all business units across departments. The IT department ensures that the company-wide technical infrastructure can be used without disruption. This is the only way to provide services efficiently and to drive digital transformation forward.

Practical examples

Outsourcing management according to MaRisk in the banking

According to MaRisk, banks and other financial service providers are legally obligated to make outsourcing transparent and to ensure efficient risk controlling in this process, as the overall responsibility for outsourced services cannot be delegated to contracted companies.

In order to meet the associated complex technical requirements, a powerful IT solution is needed to manage and document outsourced processes and activities, and to actively control risks as they arise.

Digitalization of services in the healthcare sector

Hospitals, university clinics and other institutions in the nursing and healthcare environment rely on IT solutions for the structured management of internal and external services.

All frequently required services are handled digitally via a self-service portal, thus shortening communication paths. This approach makes workflows more efficient, faster, and they can be processed error-free.

Software-supported procurement processes in the construction industry

Construction companies rely on digital solutions for material and equipment procurement. Hereby, web-store-based service and asset management software ensures smooth workflows.

With the help of an all-in-one solution, the value chain can also be restructured so that services are outsourced to suppliers and subcontractors, releasing in-house capacities.

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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.

Satisfied customers
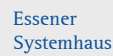
About OMNINET

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.

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