

## ITSM Center

Your flexible service desk solution



### Your benefits

- ✓ More efficiency and reduced workload for your IT support thanks to structured ticket processing according to the established ITIL®4 standard
- ✓ Increased customer satisfaction because of quicker responses
- ✓ Flexible and easily configurable ITSM functions
- ✓ Numerous automatable steps in the digital processing of support tickets, e.g., through categorizations, assignments and notifications
- ✓ Higher transparency and better measurable quality due to digitally documented ITSM workflows
- ✓ Long-term solution for unified service management with easy implementation and quickly achieved ROI

### The leading software solution for ticketing systems

When it comes to digitizing your enterprise-wide service management, efficient workflows are important to ensure the performance of your IT infrastructure. For best and sustainable results, a customizable and extensible ITSM software platform is essential.

Rely on a powerful ticketing tool that supports your IT architecture in a meaningful way, and which automates your routine tasks across all departments. With the OMNITRACKER ITSM Center, you can systematically categorize incoming tickets (service requests, incidents), automatically assign them to a qualified worker, and thus process them more cost-efficiently.

Standardized ticket solving helps you minimize the impact of incidents and deal with service requests in a more targeted manner. This improves the quality and speed of ticketing processes, and revolutionizes your IT support—regardless of your industry or company size.

## Features of the OMNITRACKER IT Service Management Center



Web-based support portal to channel your communication



Management of services, articles and other assets (CMDB)



Interfaces for integration of third-party systems

**ITIL®4**

Certified standard



Integrated user role and authorization concept



Simple customizing (features, fields, and forms)



## 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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