Press release

Eckental, Germany

August 05, 2015

OMNINET's named Champion

OMNINET - leading European vendor of service solutions for business-processes automation - 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[1] «Vendor Landscape: Enterprise Service Desk Software, 2014». OMNITRACKER system — the OMNINET's programming solution — has received the award «Best Overall Value» among solutions of major vendors in the market.

OMNINET has come in Info-Tech researchers' view in 2012 and was instantly acknowledged as one of industry's Innovators. In the first two years OMNINET was placed in this group, and in 2014 the company moved to the Champions category. On a relative basis, OMNINET maintained the highest Info-Tech Value Score™ of the vendor group. Vendors were indexed against OMNINET's performance to provide a complete, relative view of their product offerings.

Рис. Исследование «Vendor Landscape: Enterprise Service Desk Software, 2014», Info-Tech Research Group. Карта поставщиков.

Info-Tech Research Group is the world's leading IT research and advisory firm. The study dedicated to look into the Service Desk market landscape[1] is the company's annual initiative aimed to get a full picture on leading Service Desk vendors along with an independent evaluation of IT solutions available on the market. The Value Score indexes each vendor's product offering and business strength relative to its price point. The value means vendors that score high offer more **bang-for-the-buck** (e.g. features, usability, stability, etc.) than the average vendor, while the inverse is true for those that score lower.

— We are very pleased that OMNITRACKER has received such a significant award like Best Overall Value by Info Tech. We spend a lot of time maintaining and improving our product. We closely analyze the feedback from our partners and clients. That gives us o lot of information for the future work. At the moment we still have challenging and exciting goals to achieve, we plan to go extra mile. — **CEO OMNINET Group Dr. Joachim Lenzer** commented on the award.

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[1] Vendor Landscape: Enterprise Service Desk Software, 2014 http://www.infotech.com/research/ss/vendor-landscape-enterprise-service-desk-software

— We are very pleased that OMNITRACKER has received international acknowledgment by an independent expert community. We put a lot of effort into maintaining and improving our product and thoroughly analyze the feedback from our partners. We do not plan to rest on the laurels. We still have challenging and exciting goals to achieve, which, I'm sure, will enable us to enhance our positions in the future, — **CEO OMNINET Russia Michael Dobner** commented on the award.

— We are not surprised and we are glad that OMNITRACKER received the award «Best Overall Value». The OMNINET team offers a user-friendly and easy to implement tool which comes with reliable support services. OMNINET pay a lot of attention to the analysis of customer feedback, and constantly improve their product. No wonder that they are striving to be trailblazers when it comes to offering new features in response to the topical market demands. We congratulate OMNINET and we believe that it was the right decision to choose this product — **commented Svetlana Agapova, the Head of Insurance and IT Support of VTB Insurance. —**

About OMNINET

OMNINET (www.omninet.biz) develops and sells the business process platform OMNITRACKER. The group was founded in 1995 and employs a permanent staff of around 150 software enthusiasts operating from offices in Vienna, Brussels, The Hague, Bern, Moscow and New York City. Headquarters is located at Eckental near Nuremberg. Besides direct sales, OMNINET has also a growing partner channel including more than 40 companies across Europe, Benelux, Russia and CIS, and North America. The success of the OMNITRACKER business process software is confirmed by numerous customers such as SIEMENS, Kabel Baden-Württemberg, T-Systems, Damovo, DATEV, Daimler, Magna Steyr, Lufthansa Systems, Union Investment, Novartis, tesa, Hudson's Bay Company, Saks Fifth Avenue, Moscow Exchange, Bank Saint Petersburg and VTB.

About OMNITRACKER

OMNITRACKER (www.omnitracker.com) is one of the leading software systems in IT Service Management across Europe with in excess of +600 customer installations and more than 40.000 active concurrent users. OMNITRACKER is famous for its flexibility and high integration potential. The ITIL-compliant OMNITRACKER ITSM Center application supports 14 processes of the ITIL V3 Edition 2011 framework and has been awarded by leading subject matter expert organizations like Pink Elephant, Axelos / OGC and Serview. In addition to ITSM Center, OMNITRACKER offers a complete suite of applications like Project Management, Sales Management, Customer Care, Dispatching, Contract Management, Document Management, Requirements Management (HOOD-inside certified) and Systems Engineering, all based on same technology. Following the unique concept of user-friendly configuration instead of hard-coded programming, OMNITRACKER is well-known for its adaptability to individual business processes.

About InfoTech Research Group

Info-Tech Research Group (www.infotech.com) – Info-Tech Research Group, with offices in Toronto and London, Ontario, is the world's fastest growing IT research and advisory firm, serving over 30,000 IT professionals. The company develops actionable 'how to' solutions to IT challenges, helping its members develop core processes and execute on projects with greater success.