



# ITIL<sup>®</sup> 4

The new standard  
for service management

## YOUR BENEFITS

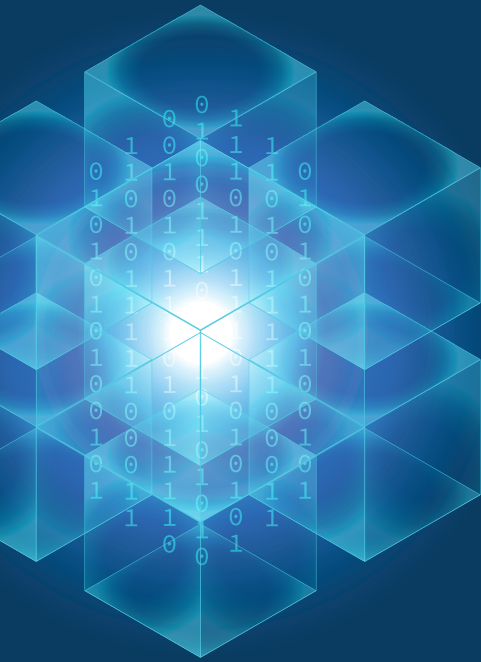
- ✓ Improve service quality and times of responses in ticket processes.
- ✓ Process incidents and service requests more efficiently, and thus reduce the workload of your IT department and service desk.
- ✓ Solve incidents faster and minimize your technically caused downtimes.
- ✓ Configure all workflows, forms and authorization concepts flexibly without programming.
- ✓ Keep an eye on your help desk performance thanks to numerous reporting functions, KPI dashboards and business intelligence (BI) solutions.

## ENTERPRISE SERVICE MANAGEMENT

OMNITRACKER ITSM Center is an ITIL<sup>®</sup>4-certified, powerful help desk software, which allows you to categorize incoming tickets (service requests, incidents) systematically and automatically. This helps you to assign tickets to the most suitable service employee. Moreover, it makes your services processes more cost-efficient. The structured, measurable and faster processing of tickets increases the satisfaction of your customers and employees and saves valuable resources. The concepts and structures used in the provision of IT services can also be adapted by other (non-IT) services within your company.

With appropriate customizing, the functional spectrum of the OMNITRACKER ITSM Center expands and it operates as an enterprise service management (ESM) software.

# BENEFITS OF A MODULAR BUSINESS ECOSYSTEM



The internationally established best practice standard ITIL® provides large-scale recommendations for the architecture of IT environments.

Just like software ecosystems, the latest version of ITIL®4 focuses on the big picture. All elements and processes are in constant interchange with each other and must be harmoniously coordinated. Therefore, the practices defined in ITIL®4 are of central importance for the continuous improvement of all service processes of the Business Process Ecosystem OMNITRACKER.

## CERTIFIED ITIL® PRACTICES

- Incident Management
- Service Request Management
- Monitoring and Event Management
- Change Enablement
- Problem Management
- Knowledge Management
- Measurement and Reporting
- Service Configuration Management
- Release Management
- Service Level Management
- Service Catalogue Management
- Information Security Management
- Availability Management
- Capacity and Performance Management
- Service Continuity Management

## OMNITRACKER – THE SOFTWARE ECOSYSTEM

THE BUSINESS PROCESS ECOSYSTEM OMNITRACKER is an industry-independent software solution for IT and non-IT workflows. The basic system, the integrated applications, interfaces, gateways and features are perfectly coordinated, individually configurable and modular expandable. The OMNITRACKER modules in the software ecosystem are version-independent compatible and can be combined in any way. The entire system and all connected tools always use the same central database.

Thanks to the company-wide uniform data infrastructure, you benefit from better workflow performances, more compatibility, transparency, process control and data security.

- **Modular platform for business processes:**  
Choose long-term investment security and expand the functional range of OMNITRACKER according to your needs.
- **Easy & flexible adaptation:**  
Use our graphical workflow editors to integrate your existing processes into OMNITRACKER or create custom workflows with individual file structures.
- **Saves time & money:**  
Model and automate your processes with BPMN 2.0.
- **Location-independent access without local installation:**  
Use OMNITRACKER via WebGateway 2.0 mobile on all devices.
- **Increased transparency:**  
Make data-based decisions using KPI reports, dashboards and BI solutions.

## CORE FUNCTIONS FOR A BETTER SERVICE MANAGEMENT

- **Efficient ticket processing based on ITIL®:**  
Use, among other functions, the automated ticket allocation and categorization by incidents (hardware and software) and service requests.
- **Problem Management:**  
Analyze and eliminate the causes of recurring or major incidents.
- **Change Enablement:**  
Ensure to make only controlled and documented changes to your IT system.
- **Single point of contact (SPOC):**  
Use one central point of contact for all ticket types and communication channels.
- **Central database CMDB:**  
Benefit from a uniform database system for the entire inventory of your IT environment (hardware, software, licenses and other resources).
- **Generic interfaces:**  
Flexibly integrate third-party systems and databases.
- **Multi-client capability:**  
Configure individual authorization and approval concepts.
- **Reports & dashboards:**  
Make data-based decisions thanks to visual real-time representations of relevant KPIs.
- **Requirement forecasts:**  
Plan your resources in detail to reduce costs and risks.
- **Integrated time tracking:**  
Book your efforts on specific projects.
- **Professional quality management:**  
Analyze your feedback in a structured manner and continuously improve your IT service architecture.
- **Service Catalogue Management:**  
Provide standardized services for your customers and employees.
- **Knowledge Management:**  
Your service desk provides standard solutions for frequently asked questions or recurring problems in a knowledge database.

## THE WORLD'S FIRST ITIL®4-CERTIFIED ITSM TOOL

OMNITRACKER is the first ITSM software worldwide with an official ITIL®4 conformity. A total of 15 ITIL®4 practices have been certified as ITIL® compliant by the German certification partner SERVIEW. ITIL® ("IT Infrastructure Library") is a recognized best practice catalog. The international standard provides well-founded and industry-independent recommendations in the area of ITSM, and thus supports organizations of all sizes in continuously developing their (IT) service quality and in designing IT processes in a focused and resource-saving manner.





## 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 software partner with experience from over 750 customer projects, 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 several 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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