



Artificial Intelligence (AI)

Speed boost in ITSM through the use of AI

Your benefits

- ✓ High potential for maximizing the degree of automation
- ✓ Use case-oriented implementation for cloud and on-premises operation
- ✓ Integrable into any OMNITRACKER process
- ✓ Training of AI models with your individual data
- ✓ Professional AI systems and AI consulting
- ✓ Customized integration for hybrid process handling by humans and AI

Intelligent support for your OMNITRACKER workflows

Work in service management is predominantly carried out in natural language and with images/documents. Understanding speech and automatic document processing using neural networks are core competencies of modern AI.

Based on individual customer data and data models, the AI solution for OMNITRACKER includes the following use cases that can be implemented quickly—especially for high-volume service organizations:

- Categorization and routing of incoming messages to the correct processor
- Reading information from documents/images to identify and enrich relevant process data
- Intelligent suggestions of similar tickets or suitable solutions

Features of AI @ OMNITRACKER



Standard solution modules for typical use cases



Customized AI models for complex requirements



On-premises enables maximum data protection



Flexible process integration



Workflows for AI control



Data exchange via standard REST web services



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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