OMNINET

Integrate
external systems
OMNITRACKER Interfaces

Interaction of multiple systems

Connecting systems

Most companies have established their own software systems for individual business areas. However, your IT has to support all business processes seamlessly.

In homogeneous IT landscapes, powerful interfaces help you to exchange information between the used systems. Thus, you do not have to enter data twice and always have access to the current status.

Powerful interfaces

OMNITRACKER offers a wide range of options for integrating external systems or data sources—both online and offline. This provides you with a leading system for structuring all information and data, and enables you to implement your business processes consistently.

The OMNITRACKER interfaces extend the high-performance basic system, allowing you to efficiently integrate external systems and data into your processes. For example, the Automation Interface provides you with a comprehensive programming interface for easy connection to other systems.

Additionally, OMNITRACKER includes flexible import and export mechanisms, as well as the option to create database views. Various basic components extend the functionality of OMNITRACKER and offer preconfigured interfaces to popular third-party systems.

Your benefits

- ✓ Simple integration of external data
- ✓ Basic functionality of the OMNITRACKER platform
- ✓ Preconfigured interfaces
- ✓ Optional add-on modules

What we understand by interfaces

An interface, or in other words an API, is a transition point from one system to other systems. Interfaces enable the connection of various systems and services from third-party providers.

Data exchange, data processing, or access to the system takes place via interfaces.

The platform

Connectors to
third-party systems

Variable clients

Modular apps

Business platform
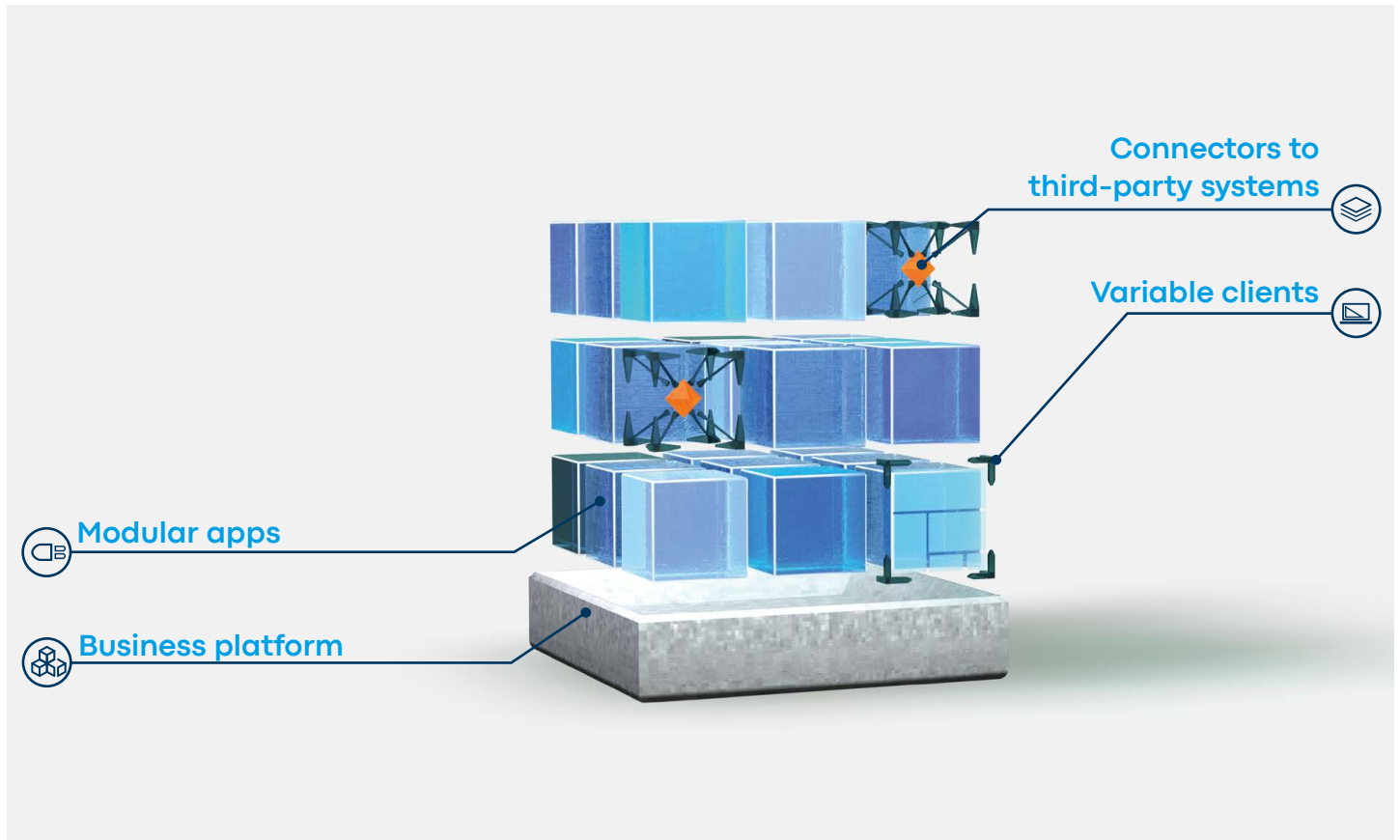
OMNITRACKER creates a uniform, cross-departmental and site-wide data infrastructure. The flexibly configurable complete software solution for business processes consists of the basic system, comprehensive interfaces, and applications with which you can digitally map the processes in your company.

All applications access the same data within one tool. This saves you time and effort in the day-to-day operation, maintenance, and data management of each of your processes. At the same time, you benefit from better system performance and a higher quality of your services.

Highlight modules

✓ **IT Service Management Center**
ITIL®4-certified, high-performance service desk software

✓ **Project Management Center**
Project management with efficient task and resource planning

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

✓ **Governance, Risk and Compliance Center**
Multi-standard solution for successful corporate management

Connecting third-party systems

OMNITRACKER interfaces allow you to integrate various (third-party) systems and services into OMNITRACKER. The interfaces are based on the powerful OMNITRACKER basic system. You can use each interface individually or in combination with others.

The huge advantage of comprehensive interfaces is that all your services, solutions, and systems access a central database. This saves considerable effort when maintaining and backing up your data records and prevents unnecessary data reconciliation and possible data inconsistencies.

⇄

Data import, data export, synchronization, and data transformation in one tool

All relevant data exchange steps take place in the OMNITRACKER interfaces: Import, export, synchronization, and, if required, data transformations. With the import function, you can integrate data from all supported systems. Data synchronization is logged and traceable. Confirmation or status messages are generated. OMNITRACKER offers you stable performance and the actions are automated and time-controlled.
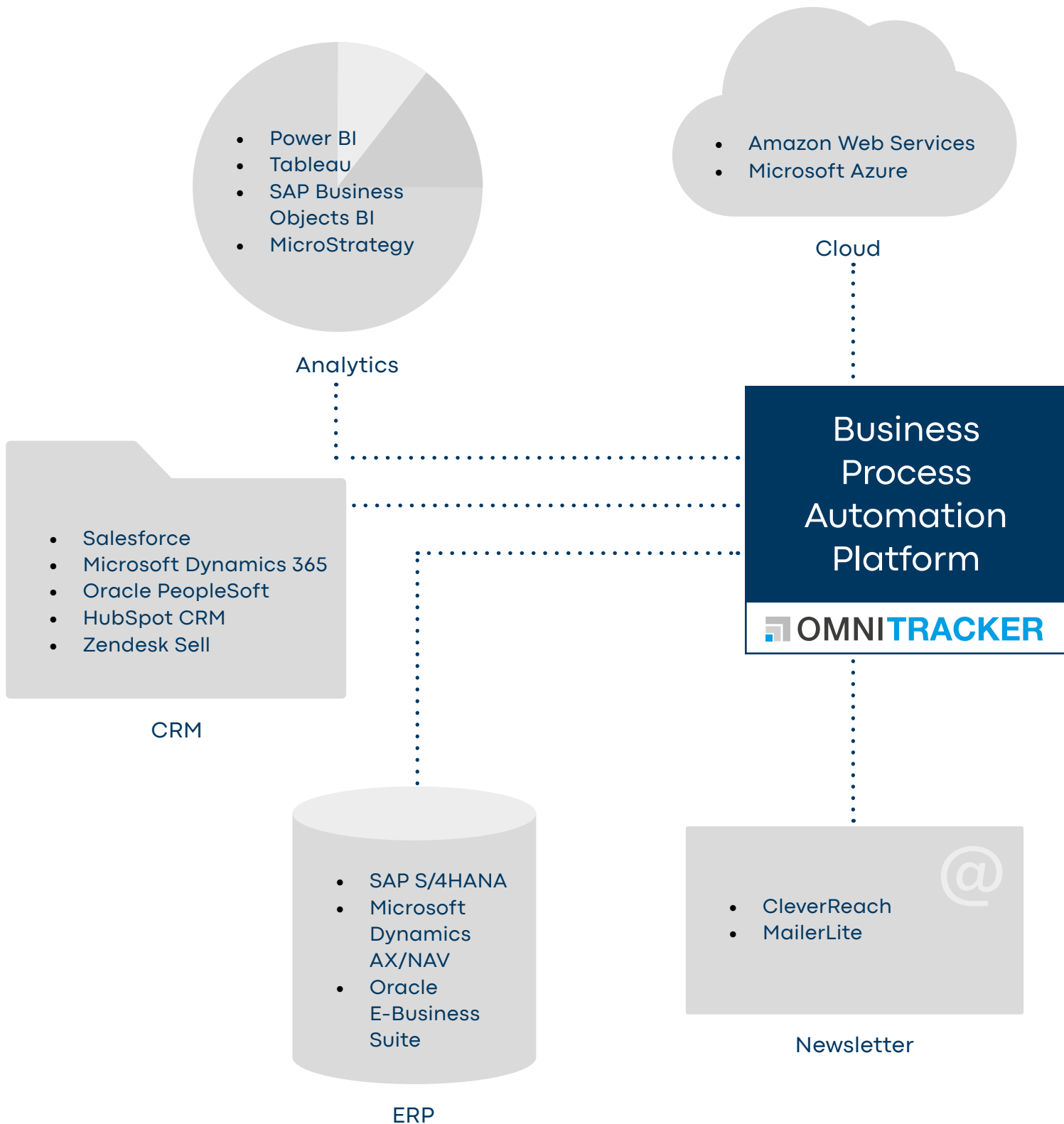
Customized with experienced consultants

To ensure that your projects with OMNITRACKER are successful, our trained and experienced consultants are happy to support you in every project phase. If you wish, we can also assist you in selecting the required interfaces for your project. We enable you to use our complete software solution for all your business processes quickly, efficiently, and flexibly over the long term. You can count on our experience and practical know-how for questions about possible areas of application and technical implementations with OMNITRACKER.

Start → Requirements → Planning & conception → Customizing → Go-live

Interface references

Discover our already integrated interfaces and experience how we connect your digital world. And that's just the beginning—more possibilities are waiting for you to be found.

- Power BI
- Tableau
- SAP Business Objects BI
- MicroStrategy

Analytics

- Amazon Web Services
- Microsoft Azure

Cloud

Business Process Automation Platform

OMNI**TRACKER**

- Salesforce
- Microsoft Dynamics 365
- Oracle PeopleSoft
- HubSpot CRM
- Zendesk Sell

CRM

- SAP S/4HANA
- Microsoft Dynamics AX/NAV
- Oracle E-Business Suite

ERP

- CleverReach
- MailerLite

Newsletter

Communication

- Microsoft Teams
- Slack
- WhatsApp
- CISCO
- X formerly Twitter
- Microsoft Viva Engage formerly YAMMER

Your individual interfaces

Project

< / >

- Jira
- GitHub
- Microsoft Projects

Asset and Configuration Management

- Baramundi Management Suite
- SolarWinds ITSM
- Freshdesk
- Ivanti Service & Asset Management
- ServiceNow IT Asset Management
- TOPDesk Asset Management
- HP Service Manager
- Mircosoft VMware
- Microsoft Intune
- Microsoft Orchestrator

Monitoring

- Nagios
- Zabbix
- Zennos
- Prometheus

Email Gateway

GIS Gateway
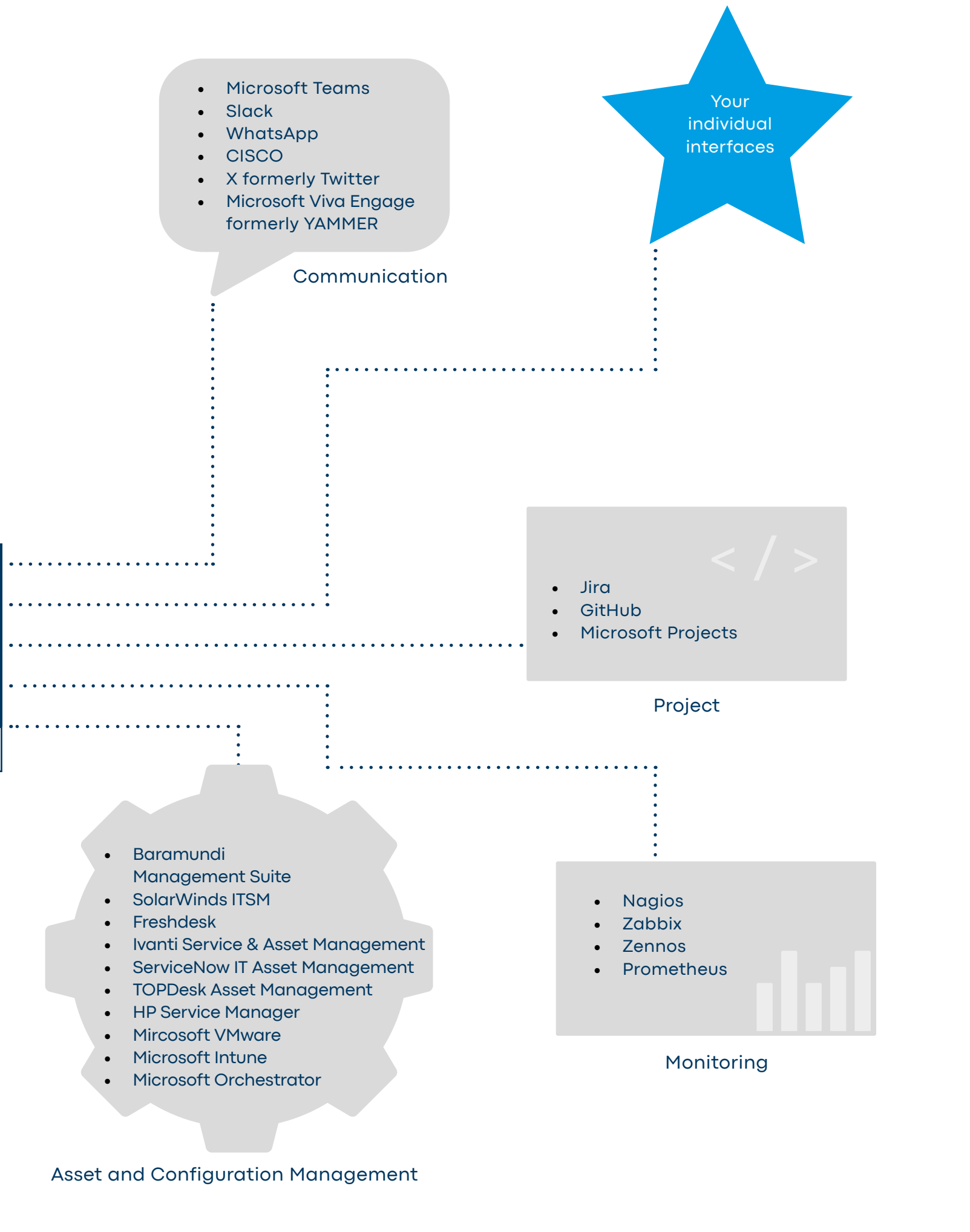
Automatically integrate all emails into your system

The number of messages is constantly increasing, which causes costs and ties up valuable resources. This is why automatic processing with full integration of incoming emails into company processes is useful for email inboxes. This uniform communication platform between service requesters and the organization increases productivity and efficiency.

Benefits:

- One communication basis for all departments
- Faster response times for internal and external inquiries
- Greater overview and transparency in message processing
- Time-saving and reliable archiving

How it works:

The Email Gateway automatically captures all email messages and is the basis for uniform message processing in OMNITRACKER and for extensive use of your applications.

Emails are received from mail servers via the protocols POP3, IMAP4, MAPI, or MS-Graph. These messages are converted into OMNITRACKER objects, processed and analyzed.

Simple field service scheduling with data from geo-information systems

The aim of dispatching field staff is to quickly and easily assign customers to the right specialist who is currently in the vicinity. With the GIS Gateway, you can use data from geographic information systems (GIS) directly in OMNITRACKER. This enables automated, map-based geocoding and route optimization with Google Maps.

Benefits:

- Intuitive operation of familiar map material
- Fast route planning without unnecessary journeys
- Prioritize your open orders when planning your route
- Detailed route plan display for a better overview

How it works:

The OMNITRACKER GIS Gateway establishes the connection to a geo-information system. OMNITRACKER has its own scheduling view for route planning.

Here you can plan the assignments and routes of your field staff and display chronological, geographical and other information on a map.

CTI Gateway

Scanning Gateway

IT-based logging and control of telephone calls

Computer Telephony Integration (CTI) offers many conveniences and time savings. Particularly noteworthy are the automatic connection setup and logging of all telephone calls. With the OMNITRACKER CTI Gateway, you can integrate telephone systems directly into your business processes. You receive complete documentation and evidence.

Benefits:

* Shorter waiting times thanks to automatic information transfer
* Call by mouse click without manual typing
* Logging the time of calls
* Administration of telephony locations
* Reliable callback option

How it works:

With the OMNITRACKER CTI Gateway you create a connection from your server to your telephone system. Use a TAPI driver or the scripting options on the client for the connection.

For example, you receive a call from your regular customer—this customer is recognized by the phone number and the correct data record opens automatically.

Automatically inventory your network devices

With the Scanning Gateway, you can integrate Windows-based network devices into your OMNITRACKER system. The information is automatically stored in the OMNITRACKER database. That way, you know your current network device status and can view and manage individual information on users and hardware components.

Benefits:

* Cost savings in administration
* Real-time information on the entire IT landscape
* Always well informed thanks to the inventory list of all IT devices
* Basis for efficient CMDB use in other applications

How it works:

With the OMNITRACKER inventory scanner, you automatically record all Windows devices and servers using WMI and remote registration services without additional software.

Data synchronization can be performed both manually and automatically. This gateway is the basis for applications that work with inventory workflows (e.g., the ITSM Center).
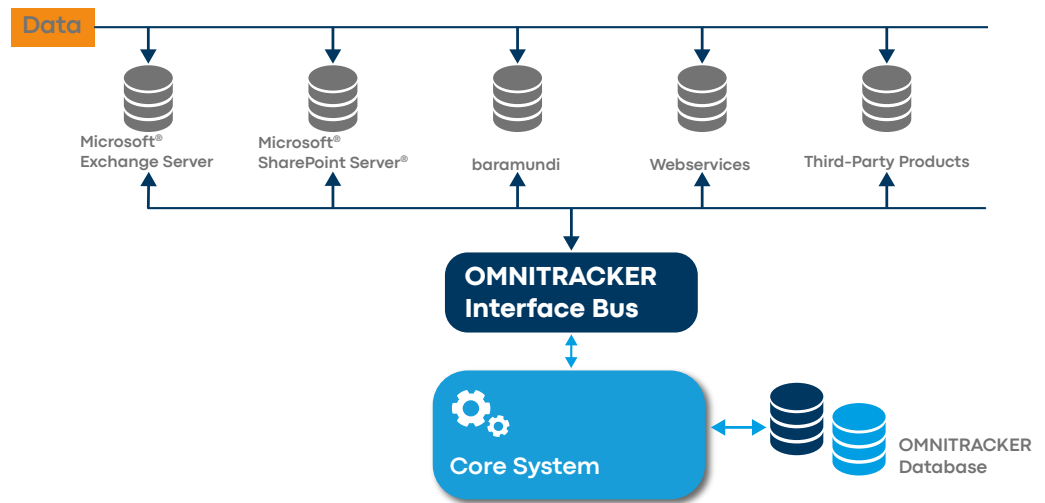
Connection of third-party systems

With the OMNITRACKER Interface Bus, you can easily connect external systems to the OMNITRACKER platform and exchange data reliably. The integration of products with high market relevance (e.g., Microsoft services and web services) is very simple thanks to the preconfigured interfaces.

In just a few steps, you define which information from which of your third-party systems should be exchanged with OMNITRACKER.

Your benefits

- ✓ Reliable data exchange with third-party systems
- ✓ Connection to Microsoft services
- ✓ Reduction of workload through predefined interfaces
- ✓ Customized solutions

Data

Microsoft® Exchange Server · Microsoft® SharePoint Server® · baramundi · Webservices · Third-Party Products

OMNITRACKER Interface Bus

Core System

OMNITRACKER Database

Interface Bus for baramundi

With OMNITRACKER Interface Bus for baramundi, you can integrate the baramundi Management Suite into the OMNITRACKER ITSM Center. This simplifies client management considerably and offers your service desk the best possible support.

OMNITRACKER automatically tracks the status of baramundi jobs and starts escalations in the event of errors. All software installations and uninstallations are documented to ensure that you always have a quick overview of your hardware, software, and licenses in the CMDB.

REST Web Service

SOAP Web Service

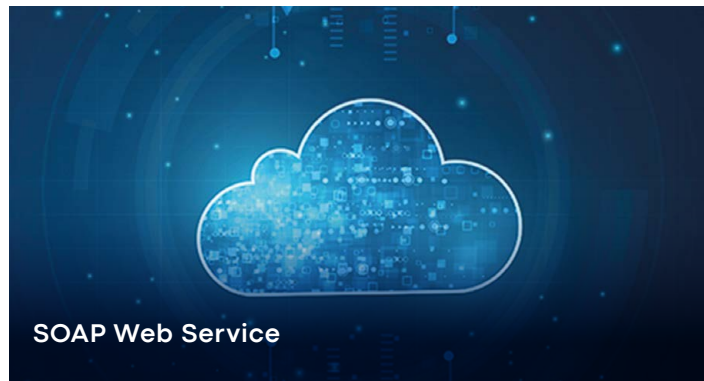## Data exchange via REST interface

The OMNITRACKER REST Web Services enable an individual connection of web services in various formats. The REST API is a universal interface that is used for data exchange and synchronization with distributed systems in real time and meets all the requirements of a uniform interface. The programming interface REST enables continuous M2M communication and creates a flexible architectural style.

Benefits:

· Reliable live interface

· State-of-the-art communication

· Connect mobile applications

· Use REST-compliant online services regardless of language

How it works:

The OMNITRACKER REST Web Services include the REST Web Service Consumer and the REST Web Service Provider. This allows you to retrieve information from external systems (consumer) and process it in OMNITRACKER, but also provide information for third-party systems (provider).

Data exchange via SOAP interface

Specifically, OMNITRACKER SOAP Web Services are used to exchange information via network. In addition to standardized data integrity, SOAP also offers a remote procedure call mechanism for various requests to web services. This international industry standard offers integrated rules (compliance) that make SOAP attractive for certain business scenarios.

Benefits:

· SOAP is independent of operating systems, programming languages and object models

· Controlled data provision

· International industry standard according to W3C

· Integrated security and transaction compliance

How it works:

OMNITRACKER SOAP Web Services consist both of the consumer and the provider. This allows you to import information from external systems but also export information for further external processing. However, the main task of SOAP web services is the execution of actions or requests.

Automate OMNITRACKER with your own scripts

The OMNITRACKER Automation Interface is a comprehensive programming interface for implementing processes of any complexity. You can integrate external applications, and thus access OMNITRACKER from outside, or automate internal tasks. You can use your own scripts to implement even the most complex requirements without having to make any changes to the basic system.

Your benefits

- ✓ Comprehensive tool for programmers
- ✓ Maximum customization of internal OMNITRACKER processes
- ✓ Automated implementation of the most complex requirements

What we understand by script

Scripts can be linked to certain triggering events in many places in OMNITRACKER. They can be part of actions, react to events in forms, or help to determine email recipient lists and outgoing accounts as part of automatic email dispatch. Scripts also support you in the creation or modification of requests.

How it works

Client-side scripts require a client in order to be executed at all. Examples of this are extra menu scripts or form scripts. Other scripts are executed by the server. With complex form scripts, you do not only have access to the server-side data model, but also to all elements of the form.

Access from external sources

Third-party applications or external scripts communicate via the Automation Interface directly with the OMNITRACKER server or with various clients. Access is possible in different ways through the use of "ActiveX objects".

They can be used with programming languages (such as Java, C++ or C#) or with stand-alone scripts, e.g., as "Windows scripting file", with scriptable applications (Word or Excel) or with the internal VB script engine to access your OMNITRACKER system.

Provision of data for business intelligence

With OMNITRACKER Database Views, you can configure views with just a few clicks to access your data directly with external applications. For example, you can use business intelligence tools to evaluate your current data without detours and delays. This improves performance and ensures that you have the latest data records available more quickly.

Your benefits

- ✓ Benefit from high performance
- ✓ Easy access to databases
- ✓ Protected access
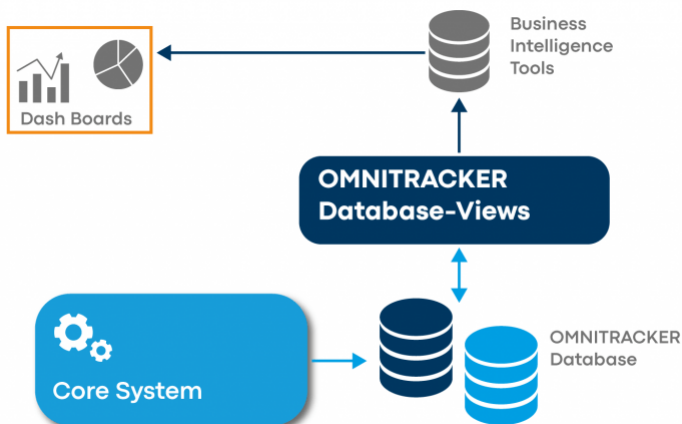
How it works

OMNITRACKER Database Views enable direct access to the OMNITRACKER database with external tools. All requested data is provided with read authorization in views, i.e., in tables.

Thereby, the OMNITRACKER server is not used, and you do not have to observe any authorizations, security settings, or filters. The default security settings are ensured via the database and/or network administration.

Dashboards with Business Intelligence

You can prepare the views created as tables with BI tools and then display them as a dashboard.

With OMNILYTICS, you use BI technology from Microsoft. Targeted evaluations and reports help you to make data-based decisions and identify optimization potential.

The figures are always up to date without the need for manual maintenance. You can customize your results and present them in your CI.

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.

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