

OMNINET starts cooperation with proven AI solution

Summary and content

OMNINET's partnership with lector.ai significantly boosts access to the use of future-oriented technologies for OMNINET customers. By integrating the AI platform developed by lector.ai, process handling is further simplified and even more automated, so that new and existing customers benefit from enormous efficiency and cost reductions.

- AI is the pioneering technology that takes automation to the next level
- AI-supported business processes enable maximum efficiency and financial savings

The shared vision of AI in IT

OMNINET, the specialist for modern enterprise service management and individual business process solutions based on the OMNITRACKER digitalization platform, has taken an important step towards future-oriented technologies with its cooperation with lector.ai.

Together with the experienced partner company from Germany, the OMNITRACKER platform has now been revolutionized. By integrating individual AI functionalities, users can effortlessly raise their business processes to a higher level and strengthen their competitiveness. With the AI platform, which customers can operate in their own network for maximum data protection, data can be read and classified immediately; independent of complexity, format, and structure—without any pre-processing, using machine-learned rules.

This collaboration is intended to unlock the future of automation as of now. Markus Lenzer, Managing Director of OMNINET, emphasizes: *“Our goal is to always be one step ahead to provide the best tools and ensure the competitiveness of our customers. The cooperation with lector.ai GmbH represents another important step for us in our strategic orientation towards future-oriented technologies. The integrated AI platform will significantly increase the efficiency, productivity, and service quality of our customers. The applied hyperautomation also allows us to continue offering innovative solutions in the future.”*

AI services for maximum efficiency

The use of AI services enables extended automation of business processes across departments and sets a completely new benchmark for efficiency that could counteract the shortage of skilled workers in IT departments. Users benefit from a combination of hyperautomation and enhanced simplification of processes: Reduced processing times, improved and extended automation, more time savings and increased cost reduction are just the primary benefits resulting from this.

“We are delighted to enter into a pioneering partnership with OMNINET to automate and optimize the processing of service desk tickets using artificial intelligence. By merging our powerful AI platform with OMNINET's intelligent tools, we offer a comprehensive solution to boost efficiency in IT and enterprise service management. This close cooperation increases productivity, improves service quality, and will create a significant competitive advantage for customers,” says Dr. Benjamin von Ardenne, CEO and co-founder of lector.ai GmbH.

About lector.ai

The Bremen-based company lector.ai GmbH specializes in the classification and extraction of all types of documents using artificial intelligence. The powerful AI platform forms a central component of the hyperautomation of complex business processes and is designed for scalability and reliability. State-of-the-art deep learning methods from the fields of computer vision and natural language processing are used to extract and understand information from structured and unstructured documents.

About OMNINET

OMNINET, headquartered in Eckental near Nuremberg, and with international branches, is a specialist for ITIL®4-certified IT and enterprise service management software with a focus on modifiable workflows and process automation. Interfaces, BI reporting, GRC solutions, and modular applications extend the functional scope of the OMNITRACKER all-in-one solution. OMNINET is certified according to ISO standards and has been supplying certified and award-winning software products for over 25 years—100% made in Germany. The OMNITRACKER platform is the industry-independent software solution for individual digitization strategies.

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