



SaaS Helpdesk

Cloud-based ticketing for all service requests

Your benefits

- ✓ No limitation in terms of ticket amounts and supported customers
- ✓ ITIL®-compliant service processes usable as delivered
- ✓ Integrated self-service portal with shop functionality for products and services
- ✓ Transparent task management (assignment and tracking of tasks)
- ✓ Management of master data, devices, products and assets
- ✓ Facultative integration of baramundi Management Suite to get a unified endpoint management

Professional ITSM for small and medium-sized enterprises

OMNITRACKS is a cloud-based ticketing solution that was developed especially for small and medium-sized businesses. All configurable processes are based on the service management framework ITIL®. This way, your IT support gets assisted in assigning, categorizing, prioritization and processing service requests, incidents and other types of tickets.

OMNITRACKS provides search, filtering and reporting capabilities, email integrations, service level management, customizable designs and form content, as well as a workflow status bar. Centrally controlled, role-based access rights and responsibilities, personal to-do lists and a standardized usability across all ticket types simplify day-to-day work.

The upgrade option to the all-in-one ESM solution OMNITRACKER offers long-term investment security.

Features of OMNITRACKS



Web-based working without installation



Self-service portal and knowledge database



Managing IT environment in the CMDB

ITIL®

Certified ITSM processes



Dashboards and KPI reports



Straightforward setup and effortless data imports



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 live 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 standard 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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