OMNITRACKER

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The flexibly expandable platform for business processes

Organise your business processes around your business objectives and not your software! OMNITRACKER adapts flexibly to your processes. The OMNITRACKER applications are added onto the modular business processes platform and completely cover typical business processes. Assemble your OMNITRACKER system using the ready-to-use modules and expand it at any time with further modules. Using the powerful OMNITRACKER tools you can configure all processes easily and even create your own applications.

Key Benefits

Ready to use
- Unique module and application concepts
- Numerous out-of-the-box solutions
- Quick and easy implementation

Fully scalable
- Efficient for small and large work groups
- Multi-client capable

Customizable
- Individually expandable functionality
- Very flexible and easy to adapt
- Define your own workflows

Continuous integration
- Open, standardised interfaces
- High integration capability

Efficient and cost-effective
- Quick return on investment
- Flexible licensing
- Easy to maintain and update
- Contractually guaranteed release compatibility

Manufacturer as reliable partner
- Comprehensive support from OMNINET
- Involvement of customers in product planning

What can OMNITRACKER do?

OMNITRACKER supports business processes and offers ready-to-use applications for many business units, for example:
- IT service management as per ITIL
- Customer service
- Project management
- Software development
- You can integrate all OMNITRACKER applications with each other and even with your own applications and configure them to meet your own needs. This means your business processes are supported continuously and without losses.
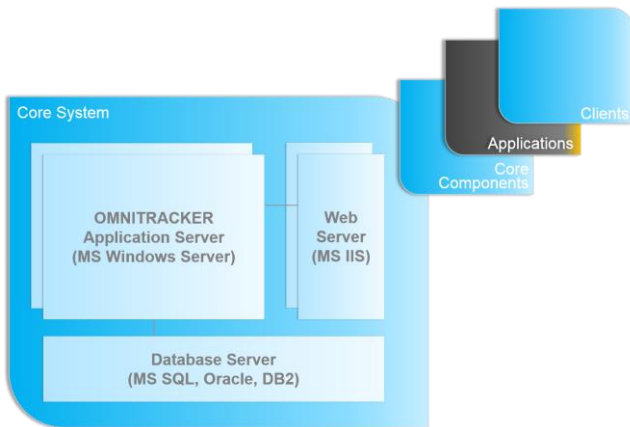
How can OMNITRACKER help you?

With OMNITRACKER you can represent, monitor and optimise all your business processes. You can use the mature OMNITRACKER applications directly or flexibly define your own processes.

⇘ Hard to believe? Let us prove it!

Business Process Platform

Clients

Applications

Core Components
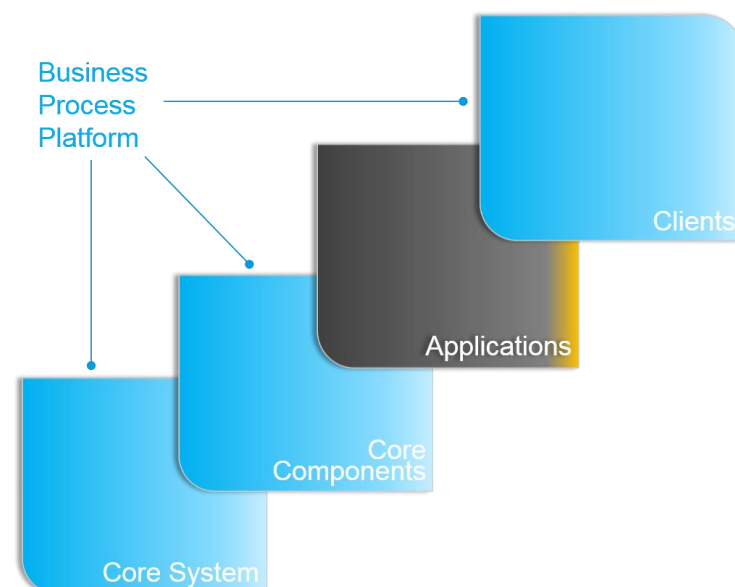
Core System

OMNITRACKER Core System

OMNITRACKER Platform

The OMNITRACKER platform is the basis for all OMNITRACKER applications. It consists of the following layers:

- **Core System**: Core of the overall OMNITRACKER system
- **Core Components**: Add-ons for customising OMNITRACKER to your requirements or integrating other systems.
- **Clients**: Windows client, web client, mobile client

OMNINET contractually guarantees the release compatibility of the OMNITRACKER platform. When you upgrade to a newer version of the OMNITRACKER platform the functionality of the OMNITRACKER applications remains unchanged.

OMNITRACKER Core System

The high-performance Core System contains multiple configuration possibilities that are very flexible yet easy-to-manage. You can create applications with it and adapt them to almost any user-specific requirements – without any programming.
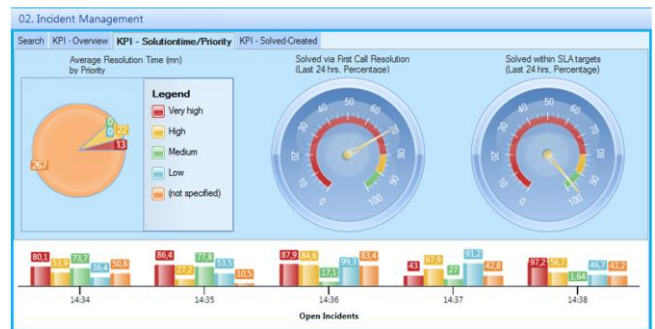
OMNITRACKER adapts to your needs.

- Data modelling and data management
- Graphical definition of workflows
- Rule-controlled notifications
- Rule-controlled escalations
- Definition of user permissions
- Definition of your own views and display options

- Form editors for Windows, web and mobile clients
- Creation of reports and statistics
- Automated actions

KPI Cockpit

A component of the OMNITRACKER Core System, the KPI Cockpit gives you a quick overview of your key figures at any time.

The KPI Cockpit helps you keep an eye on your key figures.

Define your own key performance indicators (KPIs) in OMNITRACKER or adapt the performance measurements already implemented in the applications to your own requirements. You can use the KPI measurements not just in reports but can also display them graphically in OMNITRACKER. Various visualisation elements are available for this purpose, allowing you to always keep track of the quality of any processes.

Accessibility

OMNITRACKER is accessible so that it can be operated by everyone.

OMNITRACKER Interfaces

You can integrate external systems or data sources with OMNITRACKER in a variety of ways, both online and offline, using the following interfaces:

- Comprehensive web services
- OMNITRACKER automation interface, a comprehensive programming interface
- Data import and export definitions. Standard data formats are supported.

OMNITRACKER Core Components
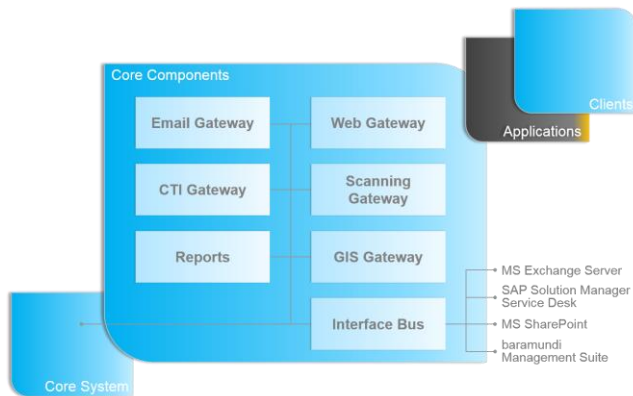
The OMNITRACKER Core Components are part of the OMNITRACKER platform. They help you to customize and add on to OMNITRACKER:

■ OMNITRACKER Email Gateway

OMNITRACKER Email Gateway supports the automated, rule-based processing of incoming and outgoing emails and integrates mail servers via standard email protocols.

■ OMNITRACKER Web Gateway

OMNITRACKER Web Gateway enables access to the OMNITRACKER database using a standard desktop web browser as well as mobile web browsers on devices like tablets or smartphones.

■ OMNITRACKER CTI Gateway

OMNITRACKER CTI Gateway integrates computer-supported TAPI-capable telecommunications systems (telephony).

CTI: Computer Telephony Integration

■ OMNITRACKER Scanning Gateway

The OMNITRACKER Scanning Gateway compiles an inventory of WMI-capable IT network components and automatically saves the results in the OMNITRACKER database.

■ OMNITRACKER GIS Gateway

The OMNITRACKER GIS Gateway establishes the connection to a geographical information system (GIS) and offers comprehensive and intuitive features:
- Mapping
- Route planning
- Sequence optimisation
- Geocoding
- Display of location data in map material

One important application is the dispatch of field staff and service technicians.

■ OMNITRACKER Reports

OMNITRACKER Reports integrates Crystal Reports for creating meaningful reports from your data.

■ OMNITRACKER Interface Bus

Using the preconfigured interfaces in OMNITRACKER Interface Bus, you can considerably reduce the effort involved in integrating external systems.
- Microsoft® Exchange Server
- Microsoft® Windows® SharePoint® Services
- SAP® Solution Manager Service Desk
- baramundi Management Suite
- Web services

■ OMNITRACKER Dashboard

OMNITRACKER Dashboard allows the structured display of several reports and statistics at a glance.

■ OMNITRACKER Configuration Environment

You can export configuration results as an XML file and import them into any other OMNITRACKER installations. This enables you to adapt existing applications or create new applications and test and assure their quality, before adopting them in your production system.

OMNITRACKER Applications
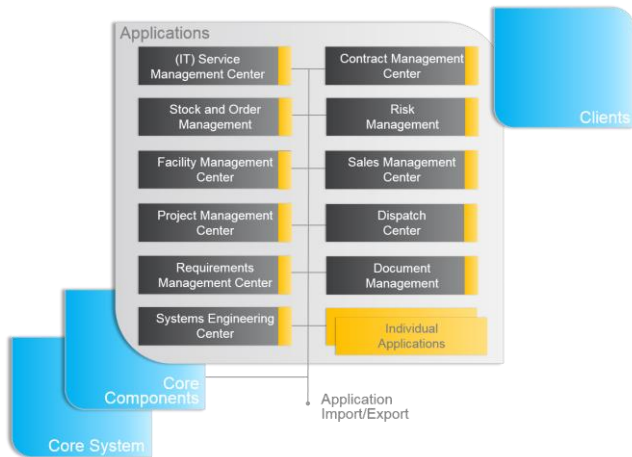
Applications for business processes

The mature, standardised OMNITRACKER applications support a broad range of different business processes. Each application covers a complete business process and features a self-contained functionality. You can use as many OMNITRACKER applications on the OMNITRACKER platform as desired. Later you can also integrate further OMNITRACKER applications in an existing OMNITRACKER system. In this way you can continue to expand your system and adapt it to your needs.

OMNITRACKER applications offer you many advantages:

- An out-of-the-box solution for supporting different business processes
- Customizable: You can configure all OMNITRACKER applications yourself.
- Guaranteed release compatibility: All configurations remain unchanged even with new versions of the OMNITRACKER platform. Necessary migrations within the database are carried out automatically.
- Investment security: You can expand your OMNITRACKER system as desired using other OMNITRACKER applications or your own configurations.

OMNITRACKER ITSM Center

The IT service management (ITSM) application is ITIL-compliant and certified and supports the following processes:

- Incident management
- Problem management
- Change management
- Request fulfilment
- Event management
- Service asset & configuration management
- Identity & access management
- Release & deployment management
- Service level management
- Service catalogue management
- Capacity management
- Availability management
- Knowledge management
- Master data and address management
- Option of integrating comprehensive invoicing for services

OMNITRACKER Project Management Center

Plan and control projects of any size and complexity:

- Project planning
- Project initiation
- Project management
- Project monitoring (incl. budget control)
- Activity management
- Resource planning
- Time recording
- Travel time and cost management

OMNITRACKER Sales Management Center

The application represents the whole sales process:

- Customer data management
- Contact management
- Opportunity management
- Offer management
- Contract management
- Bookkeeping

OMNITRACKER

OMNITRACKER Stock and Order Management

Supports the whole order and delivery process:

- Purchase requisition and approval
- Offer management
- Order management
- Article management
- Stock management
- Billing

OMNITRACKER Risk Management

Professional risk management:

- Assess risks
- Define and manage measures
- Manage action plans
- Manage emergency plans

OMNITRACKER Booking Schedule

Allocation planning for freely definable resources, for example:

- Room occupancy
- Vehicle booking
- Management of any further resources

OMNITRACKER Requirements Management Center

Elicit and manage requirements efficiently:

- Elicitation
- Documentation
- Analysis
- Validation
- Management

OMNITRACKER Document Management

Efficient management of shared documents and files in any formats:

- Creation
- Release
- Versioning

OMNITRACKER Task Management

Manage and monitor tasks within work groups:

- Planning
- Management
- Monitoring

OMNITRACKER Contract Management Center

Application for efficiently managing contracts:

- Initiation
- Approval
- Control
- Management

OMNITRACKER Systems Engineering Center

Control of the entire software development process:

- Requirements management
- Change management
- Error management
- Test management

OMNITRACKER Dispatch Center

Dispatching field staff:

- Integrated route planning. The core component OMNITRACKER GIS Gateway is used for this purpose.
- Option to integrate OMNITRACKER mobile client

Continuous integration

You can use all OMNITRACKER applications individually but also combine them with each other. The applications are linked in such a way that you can always access necessary data in other processes. For example, from OMNITRACKER PMC Project Management Center you can access contracts which are managed in OMNITRACKER Sales Management Center. From a service request in the OMNITRACKER IT Service Management Center you can order goods directly via OMNITRACKER Stock and Order Management. Even self-created, individual OMNITRACKER applications integrate seamlessly in this way. As a result you will find all your information exactly where you need it, free of redundancies.

Who uses OMNITRACKER?

More than 500 satisfied customers use OMNITRACKER. They include companies of all sizes, among them well-known global players:

DAIMLER	Union Investment	Deutsches Patent- und Markenamt
DB	SIEMENS	tesa
LOTTO Hamburg	Thomas Cook	BRITA
STRABAG	HRS Das Hotelportal	Malteser ...weil Nähe zählt.

OMNITRACKER supports all your business processes – regardless of company size.

OMNINET Software Solutions

As an owner-managed company, we answer solely to our customers. Our top objective is to offer our customers high-quality products and first-class service. To achieve this, we consistently fulfil the wishes and requirements of our customers regarding product content, quality and schedule. Our commitment to a customer does not end with the signing of the contract; but rather, that is when it begins.

Would you like to know more about OMNINET and OMNITRACKER solutions? Then please get in touch with us!

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