



OMNITRACKER

The Software Platform for all Business Processes

Unique Concept of Templates

- **One** platform for all business processes, gradual implementation of process templates thus enabling a long-term customer relationship
- Process Lifecycle Management by template interworking
- Customer contribution to OMNITRACKER evolution using a web-based RFC Rating

Workflow Engine

- Core OMNINET development since 1995, no 3rd party component
- Modification by simple configuration means, no programming knowledge needed
- Free definition of automatic transactions within Workflow Engine, independent workflows for multiple clients
- Processes are described by BPMNv2 (Business Process Modelling Notation)

High flexibility and easy adaptability

- Easy and rapid implementation of standard templates
- Easy adaptation by customer's administrator, scalable for small and big work groups
- Multi-client capability (multi-tenant) using a flexible user rights management

Open and standardized Interfaces

- High-performing interface (API) to integrate and control 3rd party equipment or to control the OMNITRACKER
- Interface Bus for quick integration of standard applications, e.g., Microsoft Exchange und Sharepoint, baramundi Management Suite, SAP Solution Manager



OMNITRACKER is the realization of a modular software architecture that evolves with the needs of its customers and is very easy to customize.

Future-proof Investment

- Transparent cost structure (licenses, installation, customizing, maintenance, upgrade, training)
- Cost control with well-priced packages to be gradually expanded, flexible licensing using a concurrent user model or rental options
- Contractually guaranteed release compatibility, versions can be bypassed, all specific configurations will automatically be converted into the new version
- TCO reduction (Total Costs of Ownership) using OMNITRACKER application support offered by OMNINET
- Fast ROI (Return On Investment) by gradually introducing processes and configuration by customer's administrator

Specific Templates For Your Business Processes

Available OMNITRACKER Templates



OMNITRACKER ITSM Center

14 ITILv3 processes for IT Service Management, focussing on Service Design, Service Transition and Service Operation, certified by



OMNITRACKER Project Management Center

Project planning, initiating, management, monitoring, incl. budget control, activity management and resource planning, time recording, according to the principles of PMI PMBoK and OGC PRINCE2



OMNITRACKER Sales Management Center

Management of customer data, leads, opportunities, offers, contracts, campaigns, newsletters, invoices



OMNITRACKER Customer Care Center

Automation and optimization of all operations within customer service including the management and monitoring of external activities



OMNITRACKER Requirements Management Center

Solution for managing and tracking of features and derived requirements during the product creation process, certified by HOOD Corp.



www.HOOD-Group.com



OMNITRACKER Systems Engineering Center

Monitoring of development processes, requirements, changes, error management, bug tracking and test case management



OMNITRACKER Stock & Order Management

Supports the requirement and approval process, tender and offer management, article and stock management, order management, return material process, invoicing. Can easily be integrated to ITSM Center



OMNITRACKER Task Management

Planning, organization, management and supervision of tasks within work groups



OMNITRACKER Contract Management Center

Provides a management-orientated planning, controlling and administration of contracts during their entire life cycle



OMNITRACKER Document Management

Offers all necessary functions for creating, releasing, versioning and managing of documents of any type during the entire life cycle



OMNITRACKER Risk Management

Enables assessment of risks, management of measures, measure plans, urgency plans



OMNITRACKER Dispatch Center

Offers dispatching of external activities using route planning and optimization by integrated Graphical Information System.



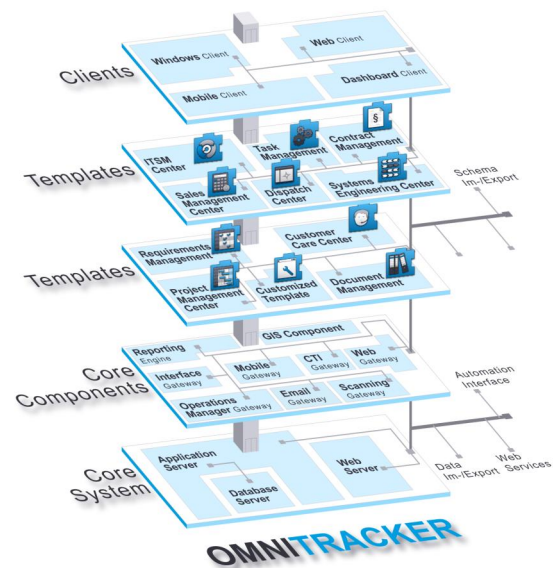
OMNITRACKER Booking Schedule

Intuitive tool for planning and management of all kind of resources (staff, technical resources, locations etc.)



OMNITRACKER Templates « à la carte »

Configuration of *individual process templates* by configuration and administration means, no programming knowledge needed!



Microsoft
GOLD CERTIFIED
Partner