OMNITRACKER
THE BUSINESS PROCESS ECOSYSTEM

Self-Service Portal

Efficient access to all services

Your benefits

- ✓ Centralized and cost-efficient processing of incidents and service requests
- ✓ Fewer check backs thanks to structured initial entries via well-structured forms
- ✓ Standardized processes for greater efficiency with BPMN integration
- ✓ Sending support requests even outside the service desk's business hours
- ✓ State management for more transparency regarding ticket state and workload
- ✓ Flexible customization options through targeted and simple customizing
- ✓ Clear management of all service and product categories

The "single point of contact" for all service matters

A self-service portal enables your staff as well as your customers to access your company's services from any device, at any location. Using standardized processes, tickets can be created with minimal effort. Additionally, a knowledge database can be searched easily and directly by the user. This means that service requests can be transmitted quickly using a central communication channel, or solutions can be found independently and without effort of the service desk.

Role-based authorizations and budget limits define an individually tailored list of available services for users. The self-service portal's range of functions is rounded off by web shop integration, which makes it quick and easy to request services and order products.

The Self-Service Portal is part of the ITSM Center and thus of the industry-independent and modularly expandable all-in-one ESM solution OMNITRACKER.

Features of the OMNITRACKER Self-Service Portal

ITIL®4
Professional ticketing according to ITIL® standard

Role-based approvals, budget limits and permissions

Knowledge database for independent search for solutions

Automation of service processes with BPMN

Web client for access on any device

Web store integration for services and products

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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