



## 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

## About OMNINET

OMNINET, headquartered in Eckental near Nuremberg and with international branches, specializes in ITIL®4-certified ITSM & ESM software with a focus on modelable workflows and process automation with AI. Interfaces, BI reporting, compliance solutions and other modular applications extend the functional scope of the all-in-one solution OMNITRACKER.

OMNINET is certified according to ISO standards and has been providing certified and award-winning software products for over 30 years—100% made in Germany. The flexible OMNITRACKER low-code platform is the industry-independent software solution for individual digitalization strategies.

## What you can expect

Our purpose is to empower your business with high-quality software solutions. With us, you succeed in a rapidly evolving digital landscape and enhance your growth potentials.



### Results-driven consulting

To reach your goals, our consultants help you identify your needs and develop tailored strategies, from technology selection to architecture design.



### Versatile project management

With a focus on agile methodologies, we ensure your projects are delivered smoothly, on time, within budget, as well as with exceptional quality.



### Practical training

We empower your team with skills to make the most of our software solutions. Our trainings cover best practices, tool utilization and agile development.

**Together, we create software that drives growth and innovation, helping your business stay competitive and future-ready.**

### OMNINET Software-, System- und Projektmanagementtechnik GmbH

+49 9126 25979-0

sales@omninet.de

Dr.-Otto-Leich-Straße 3

90542 Eckental

### OMNINET Austria GmbH

+43 1 890390-0

sales@omninet.at

Kindermann-Zentrum 4

8430 Leibnitz

### OMNINET GmbH (Schweiz)

+41 55 511257-0

sales@omninet.ch

Seedammstrasse 3

CH-8808 Pfäffikon

### OMNINET Nederland

+31 70 711838-1

sales@omninet.nl

President Kennedylaan 19

2517 JK Den Haag

### OMNINET Technologies NV/SA

+32 16 49852-0

sales@omninet.be

Diestsevest 32/2a

3000 Leuven

 [www.omnitracker.com](http://www.omnitracker.com)