

Omnitracker in a nutshell

- A highly customizable solution that you can tailor to your specific IT needs
- Leaves room to adapt the tool to specific organization workflows and processes
- Offers limited integration options
- Implementation often takes longer
- Requires a dedicated team of developers for implementation and adding new features

Omnitracker is good fit for organizations that...

- have a complex IT environment requiring extensive customization
- want to adapt their ITSM tool to highly specific workflows and processes
- have dedicated team members with coding skills to modify the solution

Things to consider when evaluating Omnitracker

- **Complexity vs. usability**
Omnitracker's extensive customization often comes at the cost of user experience.
- **Resource requirements**
Organizations may underestimate the ongoing developer resources needed.
- **Performance issues**
Complex customizations can lead to performance problems.
- **Integration limitations**
Fewer integration options compared to alternatives.