

# Omnitza and Zendesk

## Streamline IT service delivery, improve user experience and reduce MTTR

In today's rapidly evolving technology landscape, IT teams must manage an increasingly complex array of user and field devices, SaaS applications, virtual infrastructure, cloud services, and more. Ensuring optimal user and customer experience, fast response and resolution times, and meeting service delivery SLAs is even more challenging in hybrid and remote work environments. For efficient and streamlined operations, IT service management teams need comprehensive visibility into all technology assets at their fingertips and the ability to initiate automated lifecycle workflows from within their service desk system.

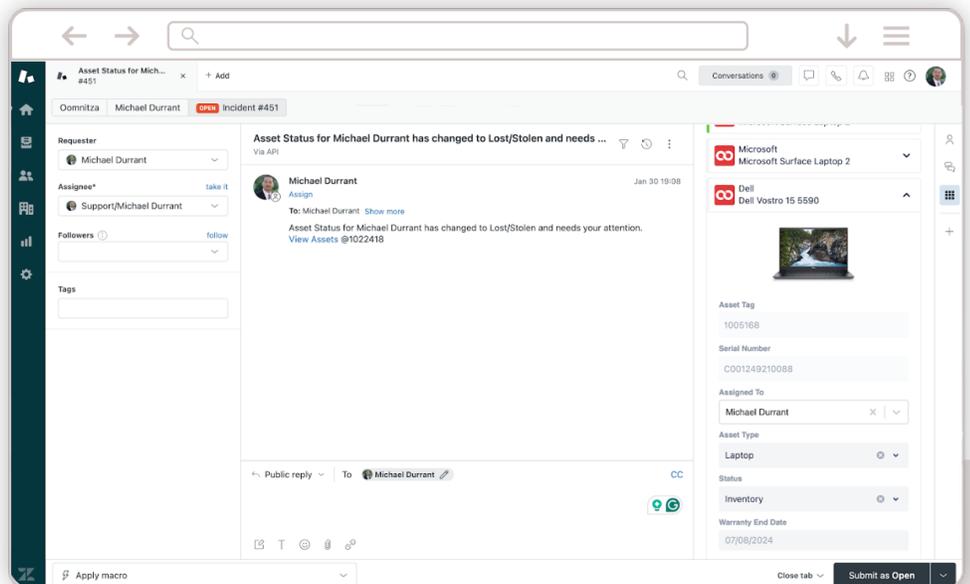
### Solution Overview

Integrating Omnitza and Zendesk offers a powerful solution for businesses looking to enhance their IT service management and technology management processes, while providing exceptional user experience.

Connecting these two platforms gives you a complete view of technology assets and their state directly within Zendesk tickets, giving service technicians essential context and knowledge for faster issue resolution. You can also initiate Omnitza workflows from Zendesk to automate remediation actions, manage upgrades and refreshes, and other standard IT workflows, leveraging Omnitza's integrations with over 160+ IT, security, and business systems.

With the joint solution, you can improve operational efficiency, enhance service management NPS scores, and drive better business outcomes. Capabilities include:

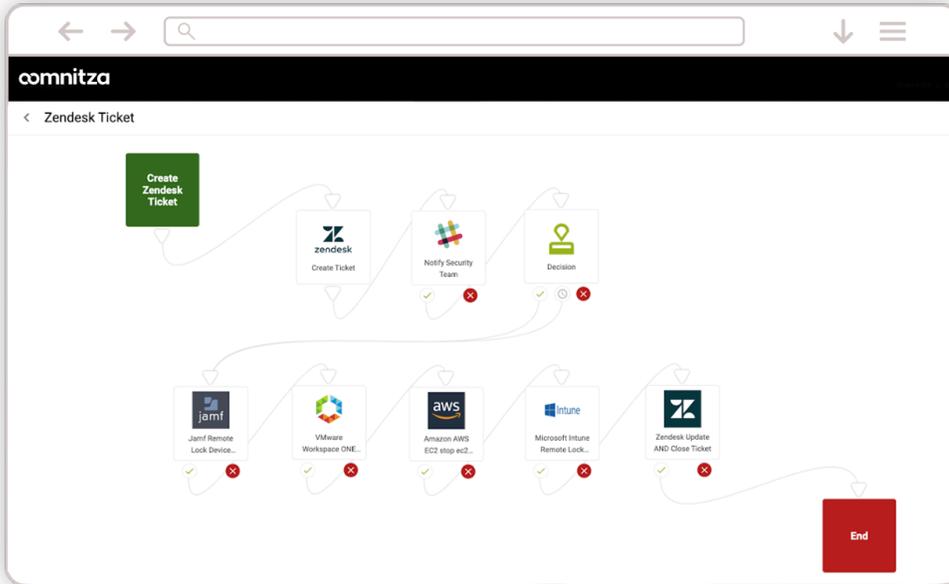
- Link technology assets to tickets and provide up-to-date asset context such as user, location, usage metrics, state, security posture, and more to service technicians.
- Show all assets assigned to a ticket requester within Zendesk to understand dependencies and conflicts better, resolve issues faster, and reduce downtime.
- Provide ticketing and service history for assets within Omnitza to make better decisions on refreshing or replacing assets based on past issues and events.
- Initiate automated workflows within Omnitza from Zendesk for service tasks such as remediation, wipe/lock lost/stolen devices, upgrades, and refreshes etc. Update and open tickets within Zendesk as part of Omnitza workflows.



# Integration Use Cases

## Comprehensive Asset Context

Oomnitza aggregates, correlates and enriches data from over 160+ IT, security and business systems, and provides up-to-date asset context for service technicians within Zendesk. Zendesk provides service history for technology assets to Oomnitza for informed decision making on refreshes, reuse and retiring assets. Changes in Oomnitza are synced with Zendesk and vice versa.



## Faster Issue Resolution

Service technicians can access information about all assets assigned to a user along with a configurable set of attributes within the Zendesk ticket. This allows them to better understand dependencies and conflicts, triage issues, quickly address security and compliance exposures, and reduce mean-time-to-resolution (MTTR) for service tickets. This reduces downtime, enhances user experience and increases customer satisfaction.

## Workflow Automation

Oomnitza enables you to automate technology lifecycle tasks, from procurement to end-of-life, via low-code/no-code workflows and standardized pre-packaged applications. This integration enables service technicians within Zendesk to tap into Oomnitza workflows for automating tasks such as device retrieval and refresh, locking or wiping lost and stolen devices, remediating security and compliance issues, and any other issue resolution workflows.

## Key Benefits

- **Faster resolution times** with immediate access to detailed asset context within service tickets
- **Reduced downtime** with proactive monitoring and maintenance of technology assets to ensure business continuity
- **Enhanced user experience** with informed service technicians that resolve issues in a timely manner
- **Operational efficiency** with automated workflows and more productive service desk technicians
- **Data-driven decision making** for IT service and asset management teams with access to detailed analytics and reporting on lock or block devices

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