

itSMF BELGIUM ANNUAL CONFERENCE 2011  
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# Leadership leads the way

**Speaker :** Guy Werckx, Managing Director, Omninet Technologies

**Title of the presentation :** **How your ITSM Solution can also be a Business Process tool enabler (and introduce alignment, efficiency and cost savings)**

**Summary of the presentation :**

Service-, IT Managers and CIO's of today need to support their business (internal and/or external) with increasing satisfaction, at the lowest possible cost. We therefore see that they want to spend more attention to include several processes into one fully integrated software solution.

This presentation is how you can achieve this with the best overview, efficiency and control:

- in regards to Service Management according to ITIL V3;
- Controlling the projects within the organization - in point of view of Planning, Budget, Resource Management and Capacity Utilization of your project staff;
- Complaint- and Request Management of your external customers (business support);
- Collecting and follow-up of the requirements of your business (requirement management);
- Following up the Risks of your projects and/or (ICT) organization (risk management);
- Following up CRM and Sales Management;

A group of hikers with backpacks and poles are ascending a steep, snow-covered mountain slope under a clear blue sky. The hikers are in the foreground and middle ground, moving away from the viewer.

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