

TECHNICAL VALIDATION

# Omnitza Enterprise Technology Management

Automate Key IT Processes Across Teams and Tools

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June 2023

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## Introduction

This Technical Validation from TechTarget’s Enterprise Strategy Group (ESG) documents the evaluation of Oomnitza’s Enterprise Technology Management solution. Our analysis focuses on Oomnitza’s automation of critical IT business processes that span across multiple teams and systems.

### Background

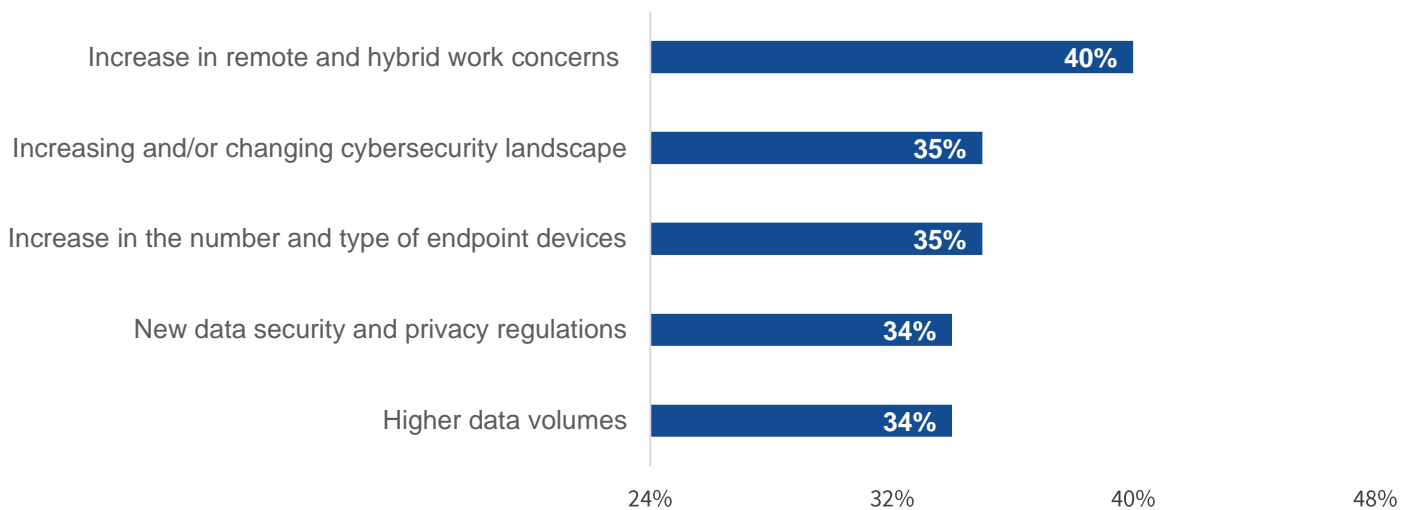
The changing IT environment has led to increased complexity and new challenges for businesses. Companies are consuming technology at an accelerating pace to drive innovation. The rapid adoption of remote work, cloud, and software as a service (SaaS) applications introduces a greater variety of tools to manage increasingly hybrid, multi-vendor and dispersed environments. While reliance on these siloed tools is unavoidable, lack of coordination between these systems leads to fragmented visibility and business processes. Critical IT workflows such as onboarding/offboarding employees and audit readiness are often performed with manual handoffs between teams and dependence on service tickets.

Figure 1 shows the top five reasons why, according to survey respondents, the IT environment has grown in complexity. The top reason, indicated by 40% of respondents, is the increase in remote work and hybrid work concerns.<sup>1</sup> New applications, increase in the number and type of endpoint devices, and a more challenging security landscape have made it difficult to coordinate and orchestrate IT business processes efficiently and without error.

With IT leaders under increased pressure to reduce spending while delivering business value, organizations can’t continue to rely on inefficient, manual, and error-prone workflows to perform critical business functions spanning multiple tools and teams.

**Figure 1.** Top Five Reasons the IT Environment Has Become More Complex

**What do you believe are the biggest reasons your organization’s IT environment has become more complex? (Percent of respondents, N=392, five responses accepted)**



Source: Enterprise Strategy Group, a division of TechTarget, Inc.

<sup>1</sup> Source: Enterprise Strategy Group Research Report, [2023 Technology Spending Intentions Survey](#), November 2022.

## Omnitza’s Enterprise Technology Management Solution

Omnitza provides an agentless, Enterprise Technology Management SaaS solution to automate critical technology-centric IT processes. It uses an extensive integration catalog, REST APIs, and a unified data model to aggregate, correlate, and normalize multi-source asset data from existing IT systems. It then enables organizations to automate common IT processes using a low-code workflow engine and eliminate mundane, repetitive, and error-prone manual tasks.

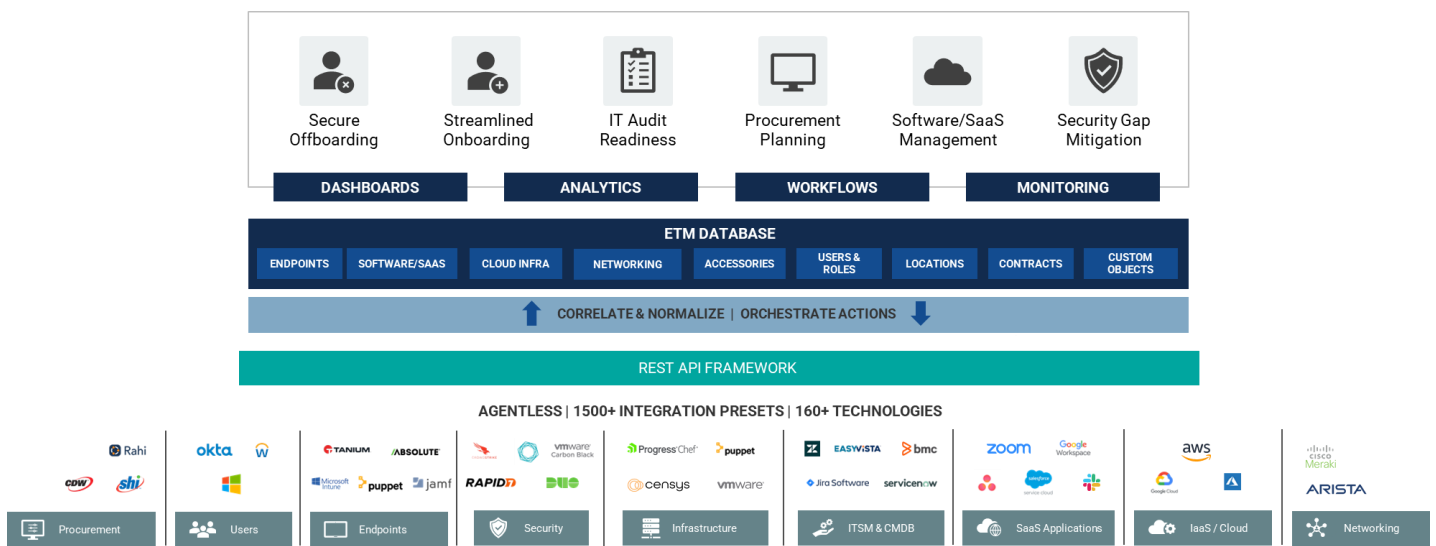
A flexible and extensible data model enables organizations to store metadata for all their technology assets: physical endpoints, SaaS/software applications, cloud and on-prem infrastructure, and users, as well as any custom objects they wish to define. This eliminates the data inconsistency and incongruity that exists due to siloed IT management tools and manual human inputs. At the time of this writing, Omnitza provides over 1,500 integration points across more than 160 IT, security, and business systems (with more added frequently).

Omnitza creates a high-fidelity and continuously updated enterprise technology database and can share context with other IT systems, such as a configuration management database (CMDB). It enables organizations to begin automating IT processes to reduce reliance on manual tasks and service tickets. Omnitza provides pre-packaged and configurable, low-code, workflow applications for common IT processes such as onboarding and offboarding employees, IT audit readiness and compliance, SaaS/software management, and more. Organizations can also create their own workflows using a low-code graphical workflow editor for a wide variety of IT business processes.

Eliminating manual and error-prone processes, Omnitza orchestrates actions across existing enterprise systems to automate business tasks without human intervention. Workflow steps can use pre-configured, ready-to-deploy API blocks or be customized using the target application’s API. It also provides configurable dashboards with role-based access to help organizations make better business decisions regarding the assets and licenses in use.

Omnitza’s out-of-the-box integration catalog, flexible data model and pre-packaged workflows enable organizations to deploy and scale quickly and achieve rapid time to value.

**Figure 2.** Omnitza ETM Solution



Source: Enterprise Strategy Group, a division of TechTarget, Inc.

# Enterprise Strategy Group Technical Validation

Enterprise Strategy Group examined the Oomnitza solution, focusing on three critical IT business processes: offboarding and onboarding, IT audit readiness and compliance, and SaaS/software lifecycle management.

## Offboarding and Onboarding Employees

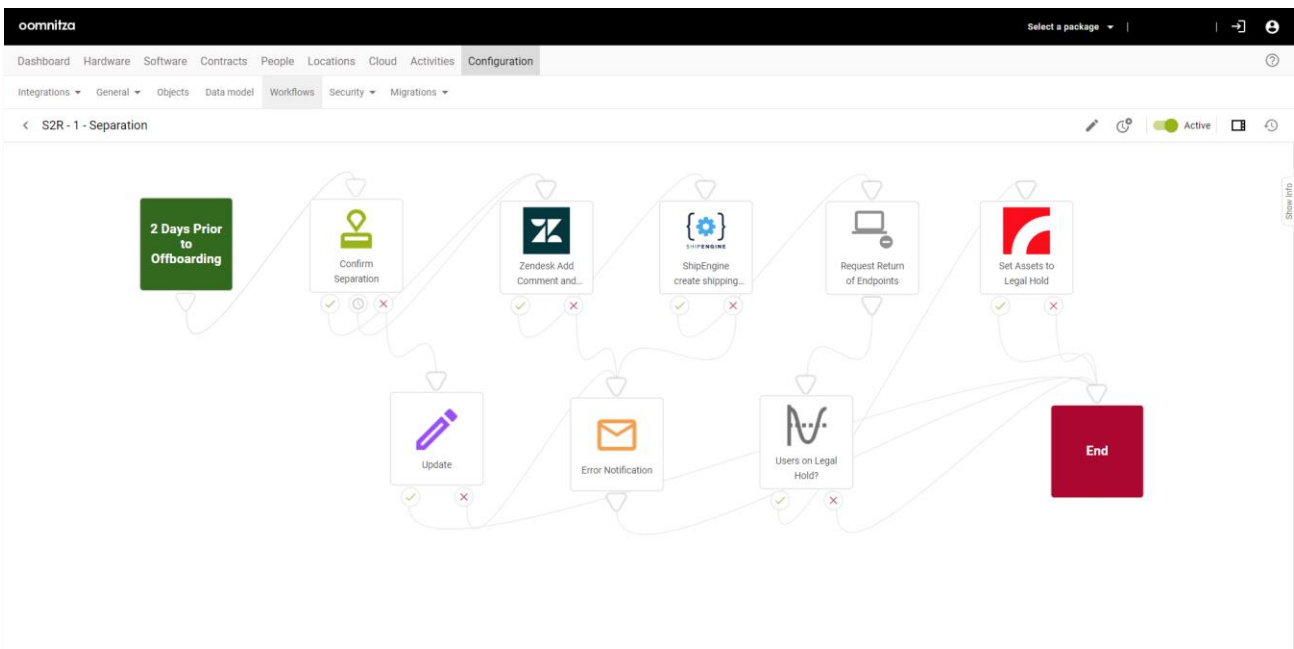
Enterprise Strategy Group (ESG) validated Oomnitza’s automation of offboarding and onboarding functions, which helps organizations to offboard departing employees and onboard new employees without error-prone, manual processes and handoffs to improve security, operational efficiency, and IT spend management.

## Enterprise Strategy Group Testing

Enterprise Strategy Group (ESG) walked through a planned departure workflow. This workflow captures and performs the essential steps necessary to offboard an employee. Oomnitza’s workflows enable organizations to configure individual steps that can use pre-configured or custom API blocks to communicate with and perform functions within other applications.

First, we explored an example pre-departure stage workflow (see Figure 3), which can easily be adapted based on an organization’s policies, their IT toolset, and the type of employee departure. This workflow performs functions related to the planned departure of an employee and can be configured to begin any number of days prior to the separation date depending on company policy and separation type (2 days, in this example). Oomnitza sends notifications to various stakeholders and creates a ticket in the help desk software of choice (Zendesk, in this case) to log actions taken throughout the offboarding process. After this, a variety of automated actions can be initiated to create a shipping label, request the employee to return their company equipment, and set a legal hold on the assets if required.

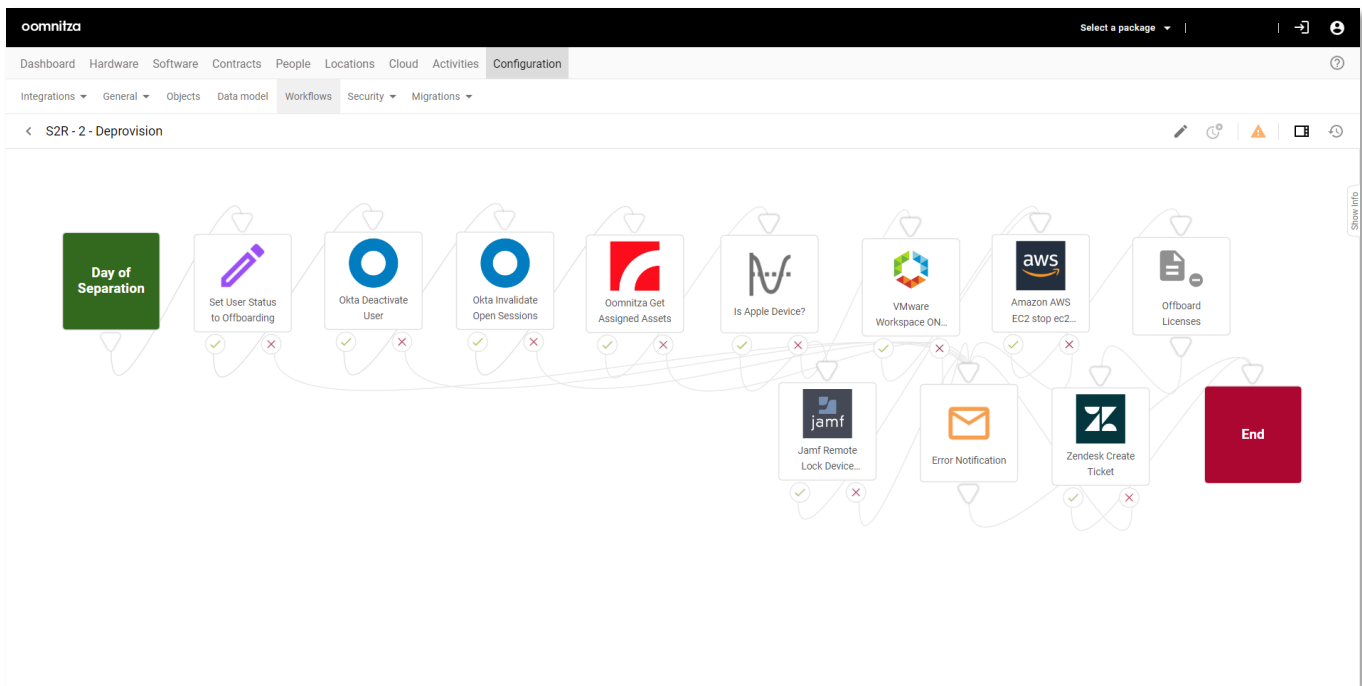
Figure 3. Pre-departure Workflow



Source: Enterprise Strategy Group, a division of TechTarget, Inc.

Next, we observed the offboarding process that takes place on the day of separation (see Figure 4). This workflow handles the necessary security and operational tasks, such as deactivating users within an organization’s single sign-on program and individual apps, terminating browser and app sessions, and locking laptops and mobile devices owned by the company. Oomnitza also shuts down virtual machines and cloud resources (AWS, in this example) in use by the departing user—that don’t need to be saved or reassigned—so the company doesn’t continue to spend money on those resources.

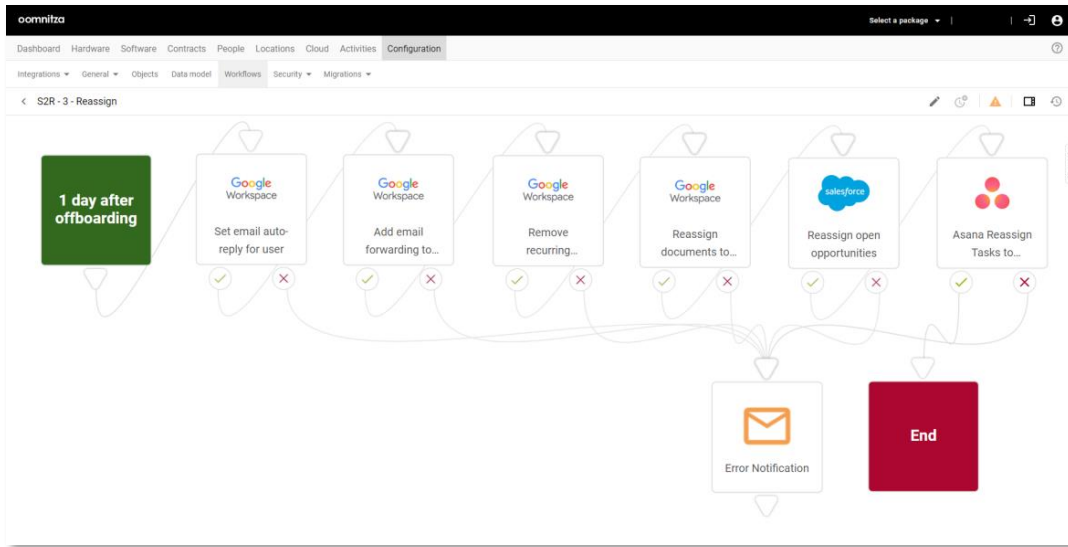
**Figure 4.** Day of Separation Deprovisioning Workflow



Source: Enterprise Strategy Group, a division of TechTarget, Inc.

Finally, we walked through the recovery and reassignment workflows (see Figure 5). In this example, Oomnitza set an autoreply and email forwarding protocol for the departing user’s email address, removed recurring meetings from the user’s calendar, and reassigned all work and documents to their manager or other designated user/peer. Companies can often forget these necessary tasks, leading to lost productivity due to inaccessible work assignments that were owned by the previous employee. Oomnitza eliminates this risk by automatically reassigning work with no need for human intervention.

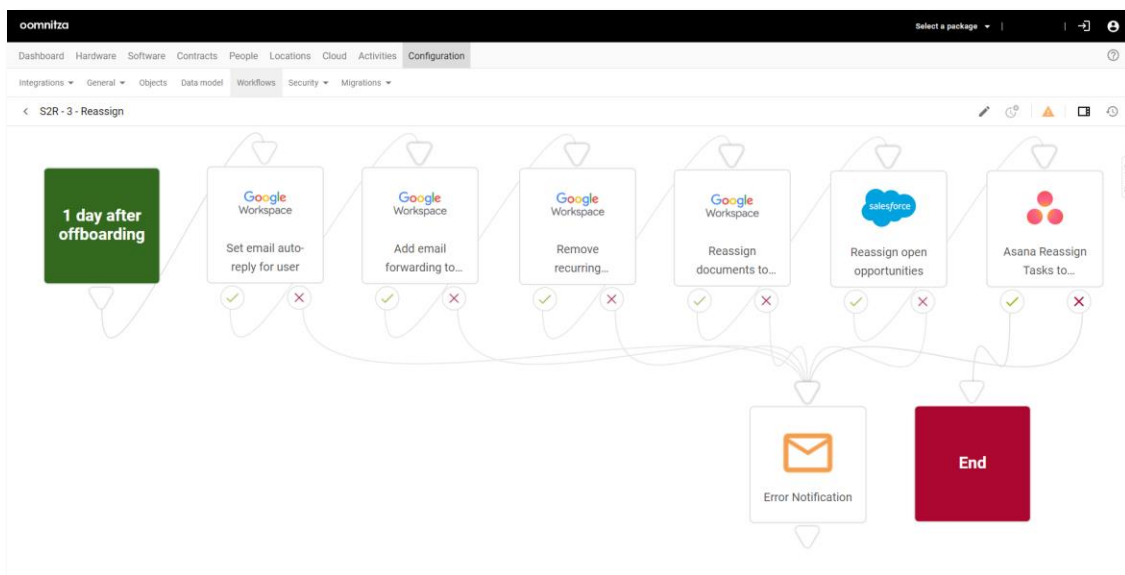
**Figure 5.** Work Reassignment Workflow



Source: Enterprise Strategy Group, a division of TechTarget, Inc.

In addition, ESG explored how to add new API calls to the workflow if needed (see Figure 6). Omnitza offers over 160 out-of-the-box integrations and over 1,500 API presets, or preconfigured API calls to popular software solutions. If necessary, organizations can create their own API block using RESTful APIs if they need to integrate with other solutions and perform a function not covered by the presets.

**Figure 6.** Adding an API Call to the Workflow



Source: Enterprise Strategy Group, a division of TechTarget, Inc.

## Why This Matters

The prevalence of remote and hybrid work can lead to increased complexity when employees leave the company. This complexity exposes organizations to high-risk breaches. For example, a widely reported breach of Block affecting more than eight million CashApp users occurred when a former employee stole customer PII because the employee offboarding process wasn't complete.

Enterprise Strategy Group validated Oomnitza's ability to simplify and automate employee offboarding. Oomnitza manages and orchestrates critical tasks such as asset recovery, user account deactivation, and work reassignment by integrating with existing enterprise tools. Oomnitza ensures all employee access is removed so breaches like what happened to Block don't happen.

Increased IT complexity is compounded when combined with error-prone manual processes and several handoffs between teams or departments. Oomnitza's workflows automate all the necessary offboarding and onboarding steps while documenting these steps for later review or audit. Oomnitza reduces risk while increasing efficiency for this critical business function.

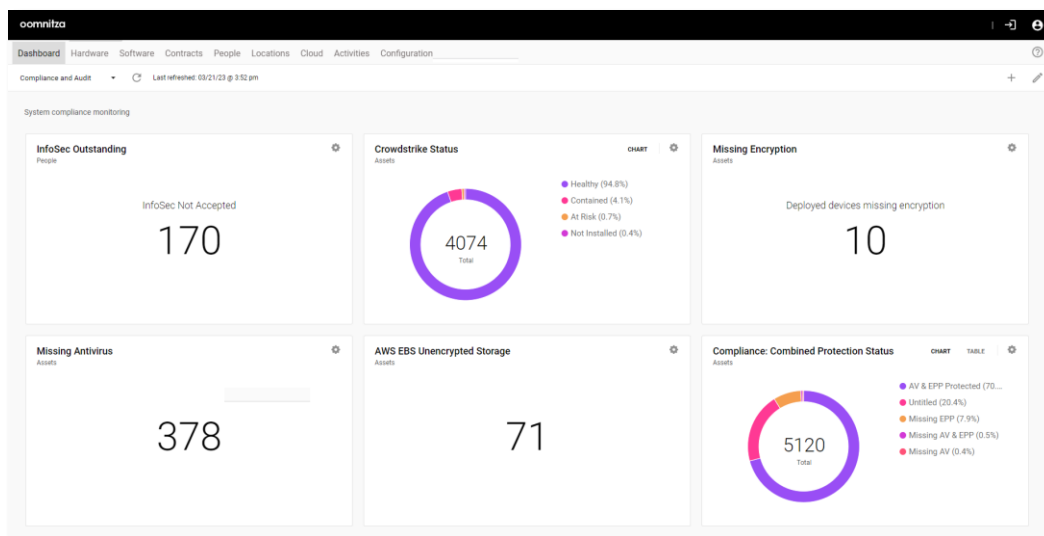
## IT Audit Readiness and Continuous Compliance

Enterprise Strategy Group (ESG) validated Oomnitza's compliance and audit readiness workflows, which help organizations get a unified inventory of their technology assets, continually find and remediate compliance issues, and automate evidence collection to reduce audit delays and costs.

## Enterprise Strategy Group Testing

First, Enterprise Strategy Group (ESG) viewed compliance statistics on the Compliance and Audit dashboard (see Figure 7). This dashboard displays a summary of key metrics and data that governance, risk, and compliance (GRC) teams use to track compliance and discover potential issues.

**Figure 7.** Compliance and Audit Dashboard



Source: Enterprise Strategy Group, a division of TechTarget, Inc.



Next, we reviewed noncompliant assets by drilling into the dashboard and filtering the data (see Figure 8). This view provides a list of assets that are currently out of compliance based on the filters provided by the user. In the example reviewed, Oomnitza displayed all desktops, laptops, and mobile devices currently deployed to employees that don't have the approved endpoint security software installed.

Figure 8. Drilling Into the Audit Dashboard to Find Out-of-compliance Assets

| Carbon Black AV S. | Sophos Last Activity | Device Name         | Asset Type | Model               | Location      | Status   | Assigned To                |
|--------------------|----------------------|---------------------|------------|---------------------|---------------|----------|----------------------------|
| ✓                  | 11/26/22 10:28 PM    | Dell XPS 8930       | Desktop    | Dell XPS 8930       | London        | Deployed | Jayla Hayes (jayla.hay)    |
| ✓                  | 11/29/22 10:59 PM    | Dell XPS 8930       | Desktop    | Dell XPS 8930       | Phoenix       | Deployed | Colin Benjamin (colin.b)   |
| ✓                  | 11/29/22 10:44 PM    | Dell XPS 8930       | Desktop    | Dell XPS 8930       | Miami         | Deployed | Rylee Knox (rylee.knox)    |
| ✓                  | 11/29/22 10:57 PM    | Dell XPS 8930       | Desktop    | Dell XPS 8930       | Zurich        | Deployed | Monserrat Mayer (mon)      |
| ✓                  | 12/03/22 11:17 PM    | Dell XPS 8930       | Desktop    | Dell XPS 8930       | Springfield   | Deployed | Sanaa Mayo (sanaa.m)       |
| ✓                  | 10/26/22 3:48 PM     | Dell XPS 8930       | Desktop    | Dell XPS 8930       | Miami         | Deployed | Aisha Pearson (aisha.p)    |
| ✓                  | 11/29/22 9:44 PM     | Dell OptiPlex 3070  | Desktop    | Dell OptiPlex 3070  | Las Vegas     | Deployed | Rigoberto Haley (rigob)    |
| ✓                  | 12/07/22 12:23 AM    | Dell OptiPlex 3070  | Desktop    | Dell OptiPlex 3070  | Salinas       | Deployed | Ben Ramos (ben.ramo)       |
| ✓                  | 12/07/22 12:23 AM    | Dell OptiPlex 3070  | Desktop    | Dell OptiPlex 3070  | Lincoln       | Deployed | Jaslyn Bauer (jaslyn.b)    |
| ✓                  | 11/15/22 10:34 PM    | Dell OptiPlex 3070  | Desktop    | Dell OptiPlex 3070  | Salinas       | Deployed | Danika Buck (danika.b)     |
| ✓                  | 11/12/22 10:20 PM    | Dell OptiPlex 3070  | Desktop    | Dell OptiPlex 3070  | San Antonio   | Deployed | Sherlyn Morse (sherlyn)    |
| ✓                  | 11/29/22 10:58 PM    | Dell Precision 3431 | Desktop    | Dell Precision 3431 | Santa Fe      | Deployed | Jayne Gamble (jayce.g)     |
| ✓                  | 11/26/22 10:28 PM    | Dell Precision 3431 | Desktop    | Dell Precision 3431 | Washington DC | Deployed | Yosef Snyder (yosef.sn)    |
| ✓                  | 11/15/22 10:08 PM    | Dell Precision 3431 | Desktop    | Dell Precision 3431 | Memphis       | Deployed | Jordin Rios (jordin.rios)  |
| ✓                  | 11/22/22 10:21 PM    | Dell Precision 3431 | Desktop    | Dell Precision 3431 | Memphis       | Deployed | Kaila Curtis (kaila.curti) |
| ✓                  | 11/15/22 10:45 PM    | Dell Precision 3431 | Desktop    | Dell Precision 3431 | Austin        | Deployed | Lauren House (lauren.h)    |
| ✓                  | 10/09/22 4:34 AM     | Dell Precision 3431 | Desktop    | Dell Precision 3431 | Milan         | Deployed | Jadyn Kerr (jadyn.kerr)    |
| ✓                  | 12/03/22 11:46 PM    | Dell Vostro 3000    | Desktop    | Dell Vostro 3000    | Atlanta       | Deployed | Aaden Chan (aaden.ch)      |
| ✓                  | 11/29/22 9:44 PM     | Dell Vostro 3000    | Desktop    | Dell Vostro 3000    | Milan         | Deployed | Justice Miller (justice.r) |
| ✓                  | 11/15/22 10:45 PM    | Dell Vostro 3000    | Desktop    | Dell Vostro 3000    | Chicago       | Deployed | Jesse Anthony (jesse.a)    |
| ✓                  | 12/03/22 11:46 PM    | Dell Vostro 3000    | Desktop    | Dell Vostro 3000    | Boston        | Deployed | Milton Evans (milton.en)   |
| ✓                  | 11/26/22 9:32 PM     | Dell Vostro 3000    | Desktop    | Dell Vostro 3000    | Amsterdam     | Deployed | Aaden Watts (aaden.w)      |

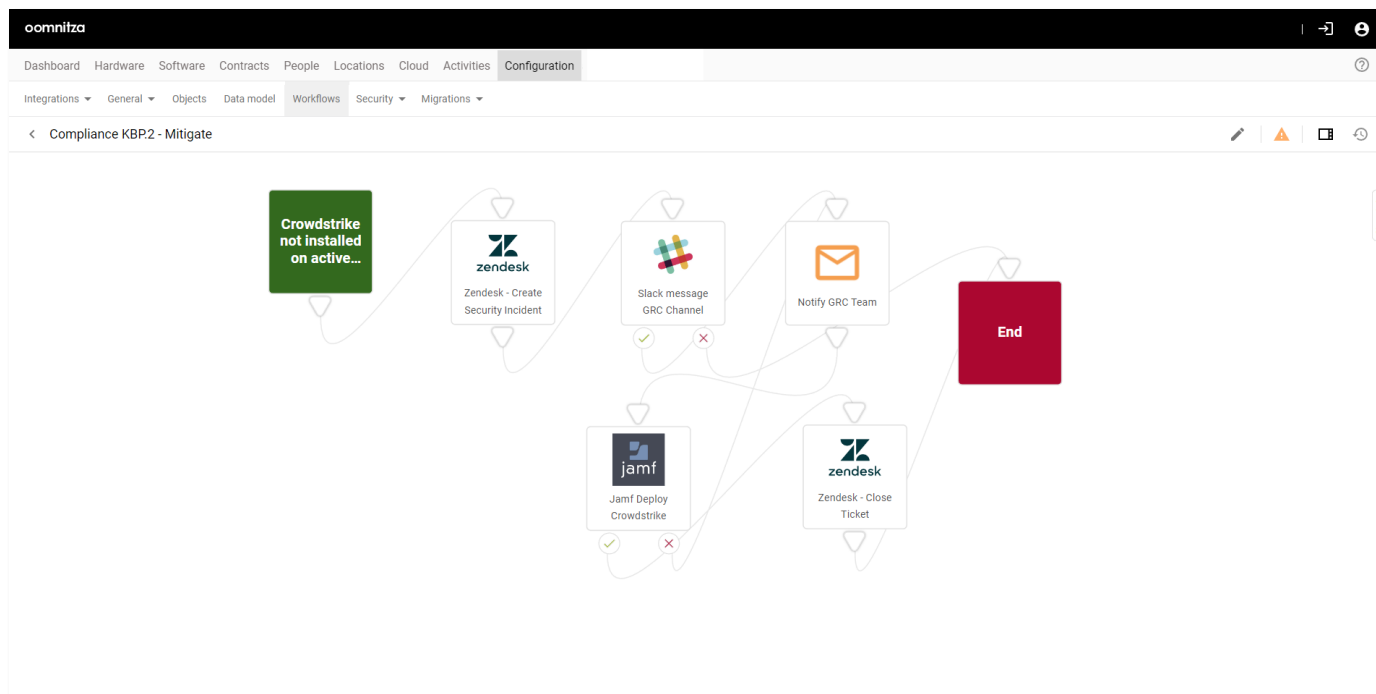
Source: Enterprise Strategy Group, a division of TechTarget, Inc.

Seeing which assets are out of compliance is helpful. However, only viewing these assets doesn't mitigate the risk or bring them into compliance. Organizations often create tickets for manual work to fix any issues found.

Oomnitza's workflow capabilities provide tools to automatically remediate the compliance risk while creating appropriate evidentiary documentation for auditors (see Figure 9). In this example, Oomnitza created a help desk ticket to document a non-compliance incident. Then, the workflow notified the GRC team via email and collaboration software. After notifying the GRC team, Oomnitza deployed the endpoint security software to the endpoint and updated the ticket when done to provide a complete audit trail.

In our test, Oomnitza created the documentation and remediated the compliance incident without human intervention. The GRC team was made aware of the issue but didn't have to trigger manual actions via tickets. A complete record of the state and changes made for all technology assets managed by Oomnitza eases the evidence collection process for internal and external auditors.

Figure 9. Automated Compliance Migration Workflow



Source: Enterprise Strategy Group, a division of TechTarget, Inc.

## Why This Matters

Compliance and audit teams are under pressure to maintain an accurate inventory of all physical, virtual and cloud assets the company owns, know what their status is, and quickly remediate any issues. According to Enterprise Strategy Group (ESG) research, 32% of organizations use 11 or more tools/databases for audits and 40% have experienced accuracy issues due to conflicting data from different tools.<sup>2</sup>

ESG validated Oomnitza's ability to provide correlated, normalized, and consolidated data about all enterprise assets and surface compliance issues to the dashboard. A deep dive with advanced filters provides compliance teams with the data they need to act quickly. Automated remediation workflows fix compliance issues without human intervention.

Oomnitza's powerful IT compliance and audit tools help compliance teams remediate issues quickly without manual processes. Audit time doesn't have to be a stressful week, or weeks, of gathering, reconciling, and consolidating often conflicting data on assets from different tools. Oomnitza constantly tracks asset data so necessary and accurate information is always available.

<sup>2</sup> Source: Enterprise Strategy Group Research Report, [Security Hygiene and Posture Management](#), January 2022.

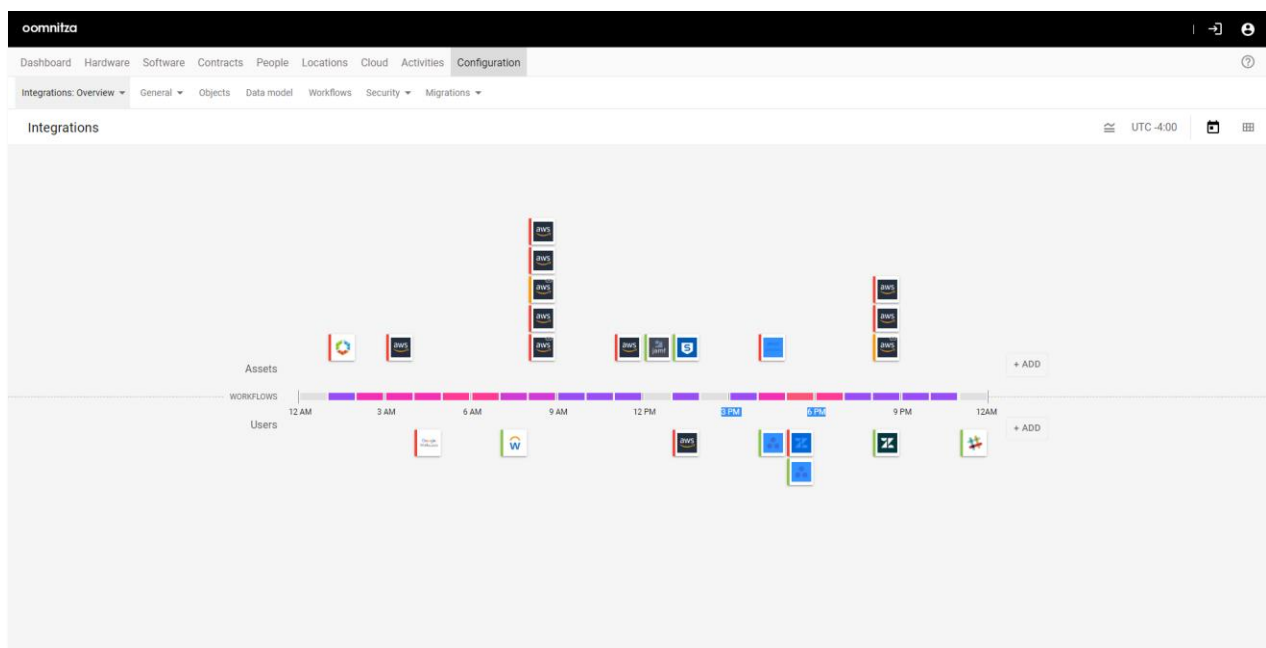
## SaaS/software Lifecycle Management

Enterprise Strategy Group (ESG) validated Oomnitza’s SaaS/software lifecycle management capabilities, which help organizations to centrally manage and govern SaaS/software used across the company. Oomnitza’s goal is to improve SaaS/software utilization, mitigate cyber risk, and eliminate wasteful spending.

### Enterprise Strategy Group Testing

First, Enterprise Strategy Group (ESG) reviewed the SaaS integration capabilities. Figure 10 shows Oomnitza’s Integrations overview page, where a configurable schedule of various data pulls from enterprise systems is shown. Oomnitza has over 160 out-of-the-box integrations that will pull in user, asset, and software data. These integration flows enable Oomnitza to become the unified single source of truth that organizations use to manage their user, asset, and software data across the enterprise. This flow pulls from cloud providers, business applications, HR systems, and identity and access management systems, among others.

**Figure 10.** Integrations Overview

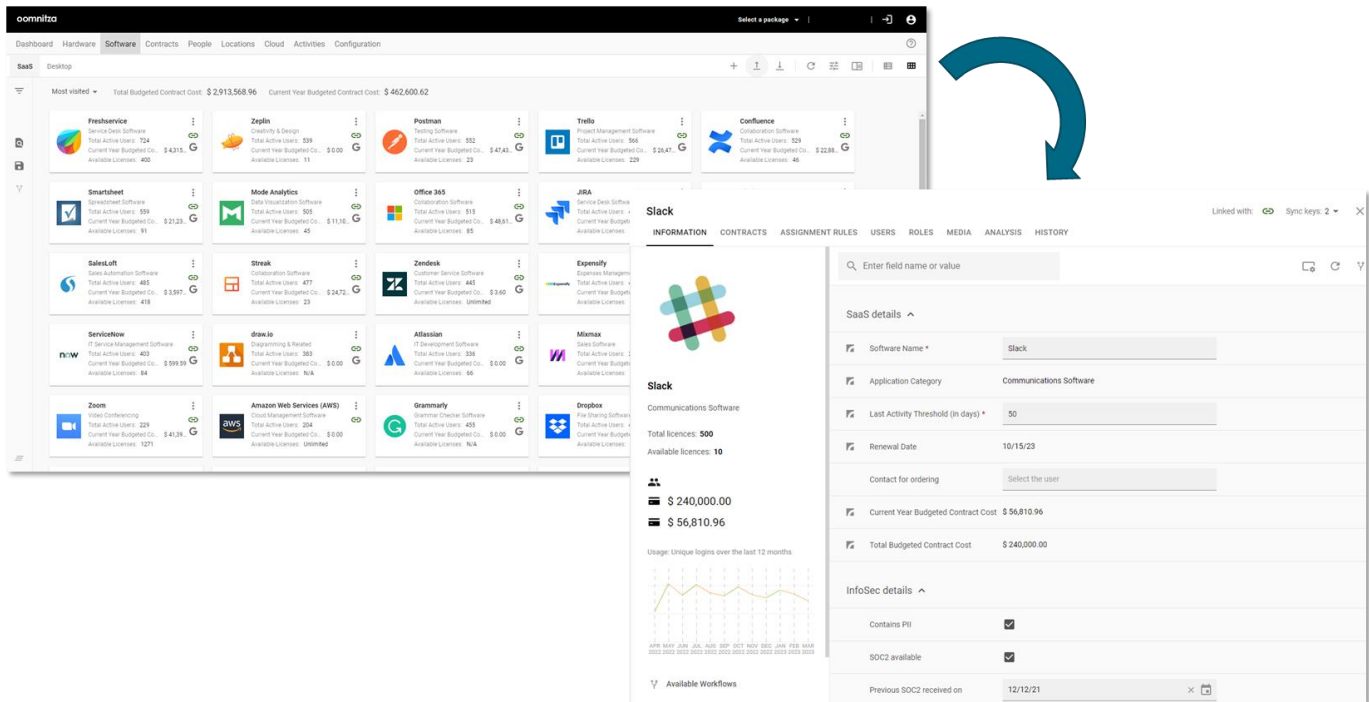


*Source: Enterprise Strategy Group, a division of TechTarget, Inc.*

Next, we observed how Oomnitza discovers and classifies IT-managed and unmanaged SaaS to create a catalog of applications, assigned users, and usage metrics. Figure 11 shows the Software overview screen, which displays active users, contracts, license types, and current year budget for each application. Clicking on a specific application provides more detailed information, such as available licenses, total cost, activity thresholds, and compliance details.

These details help organizations manage their software licenses and plan effectively. Dashboards provide budget forecasts and current spending, while Oomnitza workflows reclaim unused and orphaned licenses. It also improves SaaS governance by identifying applications that contain personally identifiable information (PII), monitoring apps that need to adhere to SOC 2 or other compliance mandates and enforcing the appropriate security and compliance controls for specific applications.

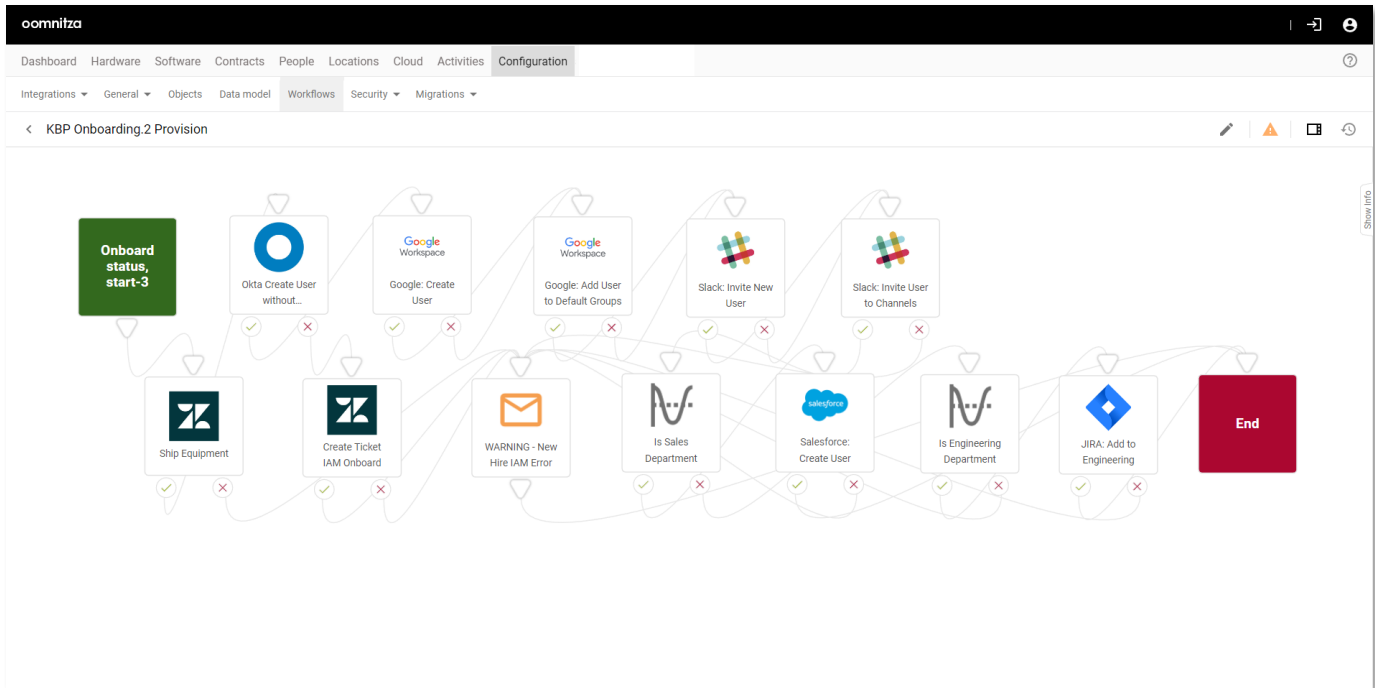
Figure 11. Software Overview and Drill-down



Source: Enterprise Strategy Group, a division of TechTarget, Inc.

When new employees join the company, Omnitz’s workflows integrate with SaaS and on-premises software to provision users. ESG walked through one such workflow (see Figure 12). Omnitz created new users in the single sign-on, productivity, and communication software. It then began the process of shipping necessary equipment and creating users in additional software applications based on which department the employee is joining.

Figure 12. Software User Provisioning Workflow



Source: Enterprise Strategy Group, a division of TechTarget, Inc.

### Why This Matters

As organizations continue to adopt more third-party software solutions for digital transformation initiatives and hybrid work, they must manage a growing number of software deployments across potentially thousands of users. According to Enterprise Strategy Group (ESG) research, nearly half (46%) of respondents indicate they will be replacing existing applications with SaaS equivalents and 38% plan on deploying net-new applications as SaaS solutions.<sup>3</sup>

Oomnitza’s built-in integrations provide visibility into all of the software and SaaS solutions an enterprise uses. Dashboards and detailed reports help to manage licenses and forecast costs for the future. Workflows provision and deprovision users as needed.

With Oomnitza’s reporting capabilities, organizations don’t have to guess what software is being used and by whom. They can see how much money is allocated to a software solution, how much has already been spent, and how many people are using the software regularly. This visibility enables direct cost savings through deprovisioning abandoned accounts, eliminating redundant software, and ensuring the right amount of licenses are purchased each year.

<sup>3</sup> Source: Enterprise Strategy Group Brief, [Application Modernization Activities Dominate IT Strategies](#), July 2022.

## Conclusion

IT teams are under increased pressure to manage and secure more complex, modern technology landscapes. New SaaS applications, remote and hybrid work, and the increase in number and type of endpoint devices all exacerbate IT complexity. Enterprise Strategy Group (ESG) research shows that most organizations (84%) surveyed have started four or more digital transformation projects in the last two years.<sup>4</sup> IT teams must balance tight budgets and skills gaps to deliver business value through these transformation projects.

Modern IT teams can't rely on approaches and tools that were designed for less dynamic environments. Automation is on the rise and will be the major factor in driving success for IT teams in 2023 and beyond. Oomnitza's Enterprise Technology Management solution aims to eliminate error-prone, manual tasks and handoffs across teams and tools to accomplish critical IT business functions. Its low-code workflows use an extensive integration catalog to orchestrate actions across existing enterprise applications and automate IT business processes without human intervention. Oomnitza's easy deployment and pre-packaged, configurable workflows enable organizations to scale quickly and achieve rapid time to value.

ESG validated that Oomnitza's unified asset lifecycle management and workflow automation save companies time and money, while improving security and auditability. Oomnitza helps organizations to eliminate manual processes and handoffs, reducing the risk of errors and freeing up valuable IT resources. Oomnitza's asset lifecycle management simplifies IT audit and compliance functions and mitigates compliance issues automatically. We found that Oomnitza's SaaS/software management features save companies money by discovering IT-managed and unmanaged SaaS, monitoring license use and letting them eliminate unnecessary licenses or software.

All companies depend on IT business processes to function smoothly. Common troublesome processes include onboarding and offboarding employees, IT audit readiness and compliance, SaaS/software management, technology lifecycle management, and procurement forecasting, among others. We found that Oomnitza's Enterprise Technology Management solution simplifies these processes, saves time and money, reduces security exposures, and is worth serious consideration.

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<sup>4</sup> Source: Enterprise Strategy Group Research Report, [Digital Experience Platform Trends](#), April 2023.



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