# Oomnitza Essentials
for Zendesk

SMB

One platform from SMB to Enterprise so you can future proof your business. Never outgrow your ITAM solution.

Oomnitza Essentials for Zendesk is a same-day deployment, plug-and-play IT asset management (ITAM) solution designed for SMBs to accelerate IT service resolution and improve employee support.

Real-time Visibility

oomnitza
IT Asset Management
zendesk

Unified Solution

Faster Ticket Resolution
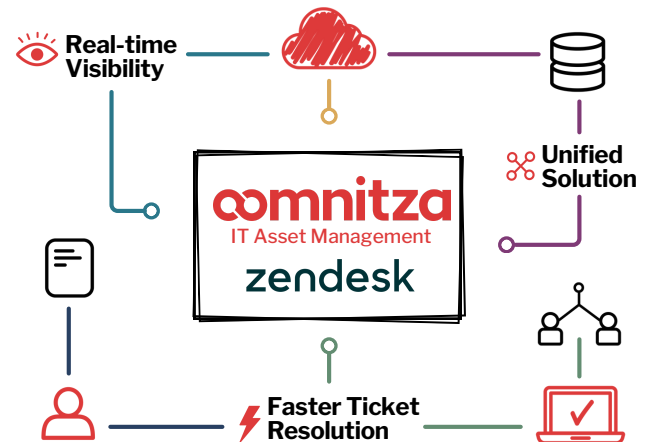
The Challenge

Most employee service tickets stem from IT-related issues such as hardware failures, software problems, and access challenges. Without full visibility into IT assets, service teams face operational inefficiencies, increased security risks, and higher costs.

Siloed Systems:
Disconnected IT service and asset management tools create data gaps and inefficiencies.

Limited Asset Visibility:
Incomplete tracking leads to security vulnerabilities, compliance failures, and unplanned costs.

Manual Processes:
IT teams waste time on repetitive, manual tasks that slow down employee service and increase the risk of human error.

Service Disruptions:
Lack of real-time asset data results in longer resolution times, increasing downtime and employee frustration.

The Solution

Oomnitza Essentials for Zendesk integrates best-in-class IT asset management into Zendesk Employee Service, enabling IT teams to resolve service tickets faster, improve operational efficiency, and enforce security compliance.
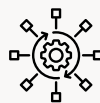
Unified System:
Manage and update asset details directly within Zendesk without switching between systems.
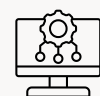
Real-Time Asset Visibility:
Gain immediate insight into employee devices, software, and infrastructure directly within Zendesk.
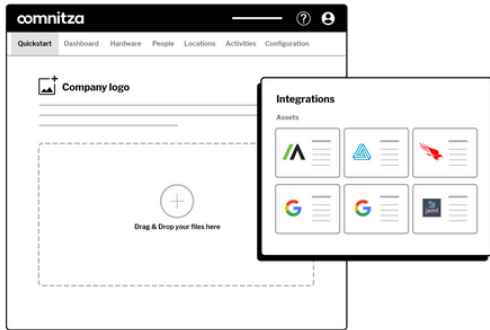
Seamless Asset Control:
Easily update Oomnitza unified IT asset data from within Zendesk.

Connected Asset-Ticket Linkage:
Automatically associate IT assets with service tickets for better tracking and faster resolution.
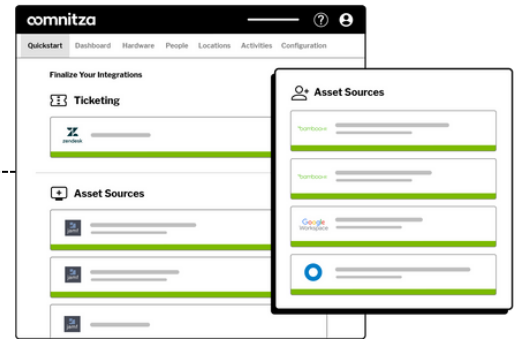
Same-Day Deployment for SMB in a Few Easy Steps

Customize the Platform
Add your company logo and branding preferences, then select the systems and asset types you want to connect.

Connect Your Systems
Provide credentials for your asset and user systems, then review a quick integration summary to confirm everything is synced.

Elevate Employee Service
Begin leveraging real-time asset insights, automated workflows, and seamless Zendesk support to enhance employee experiences.

Ready to transform Employee Service?

Watch Oomnitza Essentials (SMB) demo

Install Oomnitza from the Zendesk marketplace

oomnitza + zendesk

Learn more at **oomnitza.com**