

Frequently Asked Questions for Executives

What is Omnant's history and mission?

Omnant's roots go back to 2002, when Chad Dunham began working in the CMT industry at Flood Testing Laboratories (FTL) in Chicago, a family-owned firm that has been providing CMT and geotechnical services since 1913. After years of development the platform, Chad and his team modernized it starting in 2010, and Omnant launched its formal marketing efforts around 2020. Our core belief is that businesses in this industry deserve the best tools at an affordable price so they can continue delivering excellent services to their customers. Learn more at <https://omnant.com/about-us>.

How does Omnant compare with competitive offerings?

Customers who've switched to Omnant from other platforms consistently tell us the same things. They say Omnant offers a robust platform that integrates, but unlike competitive offerings, Omnant offers:

- More intuitive, easy-to-use software
- A higher level of customer support and responsiveness
- A deeper understanding of the CMT and geotechnical industry
- A much more affordable price

What percentage of a typical client's needs can Omnant fulfill out of the box?

We estimate that more than 80% of a typical system setup is up and running on day one. The remaining effort is primarily tailoring forms and reports to client needs, and integrations to other systems — areas that are standard across all of our customers. The most common items requiring additional work include:

- Review and implementation of field and lab forms — the vast majority of which is covered by user licenses.
- Financial system integration (e.g., Deltek) — scope varies by client and is defined during onboarding.
- Additional messaging requirements such as SMS notifications or agency-specific formats like DOTs — these carry cost implications based on the scope of requirements.
- Native mobile app development, if required beyond the existing responsive web interface.

How is Omnant priced?

All licensing fees are based strictly on user count. We work with each client to determine how to allocate user licenses across their offices or hubs and provide associated costs accordingly.

Are configuration, initialization, and training costs included in the licensing fees?

Yes. All standard configuration, initialization, and training costs are included in the licensing fees. Additional costs apply only for system customizations that fall outside the standard scope defined in the agreement.

How long does implementation take, and what is required of clients?

Implementation timelines vary by organization, but most clients are up and running within weeks. The biggest factors affecting timeline are the amount of form customization needed and how quickly a client can supply supporting data such as user lists and client/project information.

Omnant works with each office or team individually to build a training plan and identify the forms required to come online. Minor form changes, such as label updates, field reorganization, or dropdown value edits, can often be turned around the same day at no additional charge. New forms are typically delivered within a day, depending on complexity.

The only fees required to begin implementation are user license fees. Monthly access fees do not apply until the client confirms its forms and processes are ready for use.

Is all development work done in-house?

Yes. All development is handled entirely by Omnant's internal team. We don't contract work to third-party or off-shore development companies.

What is your client retention rate? Do you have current clients available for a reference call?

Yes. We're happy to connect prospective clients with current customers. References are available upon request, and we can provide as many as needed.

If a contract is terminated, how is client data returned?

All data can be exported from the system on a routine basis in several formats. Clients who require periodic data transfers to a specified location are accommodated through an automated process. Any specific export requirements that fall outside the standard options are handled on a case-by-case basis to ensure data are delivered in a usable, standardized format.

Can Omnant be customized for our regional offices and local requirements?

Yes. Omnant is built to accommodate regional variation across offices, including local regulatory requirements, DOT-specific form formats, and office-level access controls. The platform supports multiple approaches to regional segmentation, from restricting form availability by office to fully separate instances with consolidated reporting across your organization. In practice, the majority of customization work involves adapting existing Omnant forms rather than building new ones from scratch, which keeps timelines and costs predictable. Your leadership team will not need to manage this process directly. Omnant works with designated personnel at each office to define requirements and handle implementation.

What does ongoing support look like, and what should we expect if something goes wrong?

For larger clients, Omnant assigns a dedicated support contact and establishes a recurring meeting cadence at whatever frequency works for your team. Your designated internal point of contact handles first-level triage, and anything requiring Omnant's attention is escalated directly. Most issues are acknowledged within the hour and resolved the same business day. If a workaround is needed while a fix is in progress, Omnant provides one. You will not be left waiting without communication. Our goal is to make sure that operational issues never become leadership-level problems.

How quickly can we realistically expect a full rollout across multiple offices?

Most clients are operational within six to eight weeks of beginning onboarding, and in many cases sooner. For organizations with standard workflows and minimal customization needs, go-live can happen within a week or two. Rollout can be sequenced office by office on a timeline that works for your organization, so you are not disrupting all locations at once. Omnant uses a train-the-trainer model for larger teams, which means your own personnel lead the training effort with materials and support provided by Omnant. The biggest factor affecting timeline is your team's availability to review and provide feedback during the setup phase. Monthly access fees do not begin until your team confirms the system is ready to use.