

General Frequently Asked Questions

What is Omnant?

Omnant is a cloud-based platform that simplifies laboratory testing, field testing, and reporting workflows. Our solution was developed by [industry professionals](#) to address real-world construction materials testing laboratory challenges.

Who uses Omnant?

Our platform serves [construction materials testing laboratories](#), [geotechnical firms](#), and construction companies of all sizes. Users include:

- project managers
- field technicians
- laboratory managers
- laboratory technicians
- dispatchers
- administrative teams

Do I need to install any special software?

No. Omnant runs on your existing devices through a web browser, with no additional downloads required. This makes it easily accessible from any internet-connected device.

Pricing & Licensing

How is Omnant priced?

Visit our [pricing page](#) for detailed information about our pricing structure, which includes:

- A one-time User Licensing Fee that covers system setup, an allotted number of built-in form credits, and training
- Omnant charges a monthly fee which covers access for your corporate users
- No additional charge for distribution users, who have read-only access to reports and scheduling

What's included in the initial licensing fee?

The one-time licensing fee includes:

- System setup including log-in and report distribution
- Initial allocation of built-in form credits
- [Training for your team](#)

Can I estimate my total costs?

Yes! Visit [our pricing page](#) which helps you estimate total costs based on your number of users and preferred payment terms.

Technical Capabilities

What modules are available in Omnant?

Our core modules include:

- [Scheduling](#) so you can dispatch work orders and schedule pickups, drop offs, and meetings across your team
- [Field Reporting](#) for field technicians to capture data on-site and generate field reports for your clients
- [Break Reports](#) for lab technicians to capture break testing data (e.g. compressive strength) in the lab and generate break reports for your clients
- [Lab Samples](#) for your lab team to process a variety of geotechnical samples (e.g. soils, aggregates, asphalt etc.) across a battery of tests and generate lab reports for your clients
- [Equipment management](#) for you to track and maintain your inspection and testing equipment
- [Certification tracking](#) for you to track and be reminded of your team's certifications
- [Time-off](#) to complement your scheduling module to ensure technician availability
- [R18 QMS and Quality Corrections](#) for you to monitor and manage your team's SOPs and quality actions

Can Omnant integrate with our existing equipment?

Yes, we can integrate with laboratory equipment and provide data to feed into other business systems – such as accounting and payroll software – to eliminate duplicate data entry.

How does the platform handle data security?

Your data is secured in the cloud with enterprise-grade security protocols. Regular backups ensure your information is always protected and available.

Implementation & Testing

How long does it take to implement Omnant?

Most customers can use Omnant without additional customization and be up and running within 4-6 weeks. We know your clients and their projects are extremely important to you, so we strive for minimal interruption to your daily operations while you work with us to implement Omnant.

Implementation timelines vary based on your organization's size and needs, but our streamlined process typically enables quick adoption. We'll provide a specific timeline during your consultation based on our understanding of your needs.

Is training included?

Yes, role-specific training sessions are included in your one-time user licensing fee. We will help your team to be comfortable with the platform before going live.

Can Omnant help our team transition from our paper system?

Yes, we have considerable experience helping companies transition from paper-based workflows. We can create a customized implementation plan that allows for a smooth transition.

Most customers find they don't have to completely change their typical workflows or processes while transitioning from paper to Omnant – because Omnant was specifically designed exclusively for CMT work.

Daily Operations

How does Omnant help with field operations?

[Field technicians](#) can:

- Enter field data and generate preliminary reports on-site using the tablets or phones they already have
- Access scheduling information in real-time
- Upload photos and project documentation immediately
- Submit reports for review as soon as they complete the task
- Track their time and expenses related to an assigned dispatch/work order

How does the [certification tracking](#) work?

The certification module:

- Documents all of your technicians' certifications
- Sends proactive reminders for upcoming renewals
- Provides a space to store certification records and any other relevant information
- Allows for the identification of qualified technicians when scheduling specific tasks that require certification

What kind of reporting capabilities are available?

Omnant offers:

- Customizable report templates with your organization's branding
- Automated report generation with digital distribution to your clients
- Clients can choose to receive reports as PDFs or via the Omnant client report portal
- Real-time status tracking to see what reports are pending, in progress, in review, and approved
- Access to archived reports

Support & Updates

What kind of support is available?

We provide:

- Built-in walkthroughs and screen tips to provide assistance within your system
- Quick start guides for new users to perform common tasks
- Technical support during business hours
- Additional training as needed

How often is the platform updated?

We regularly release updates and enhancements based on user feedback and industry needs. Updates are automatically implemented with no action required from users to use the latest release.

Who do I contact if I need help?

Our support team is available through phone and email during business hours. Outside of business hours, we provide guidance within the Omnant system to perform many of the most common tasks.

Compliance & Accreditation

How does Omnant help with accreditation reviews?

The platform:

- Maintains comprehensive records
- Tracks equipment calibrations
- Documents technician qualifications
- Generates required reports
- Ensures consistent testing procedures

Does Omnant help maintain AASHTO, ASTM, or other testing standards?

Yes, our platform is designed to promote alignment with industry standards including AASHTO and ASTM test methods. We can also work with you should you need to adjust your system to work with other testing standards.