

Features & Support Services

1

Pick any licensed user amount

2

Choose your base:
Starter, Advanced, or Pro

3

Add extras

- AI Credits
- Storage (TB)
- Assets/Config items
- SMS Alerts
- On-Premise Service
- Premium Services
- Additional Contracts

Feature Name	Description	Starter	Advanced	Pro
		Basic ticketing with workflows	Ticketing with Outbound integration capabilities & AI	Enhanced capabilities, flexible support and AI Features
Self-Service & Ticket Management				
Self Service Portal	External Interface for your Customers, to register tickets and request services	✓	✓	✓
Knowledge Management (FAQ)	Knowledgebase for your products and services. Frequently asked questions	✓	✓	✓
Ticket Management	Basic: Documentation, time-tracking, transparent communication of all incoming requests.	Basic	Advanced	Expert
AI-Credits	Access to the OTRS AI-Services: Summary, Classification, Sentiment and Response Suggestion	Add-on	1,200 AI Credits Included	12,000 AI Credits Included
Automation & Operations				
Process Management	Design your business workflows, create forms, automate processes	✓	✓	✓
User Interface & Collaboration				
Business Object Customization	Adding additional fields, changing form-structure and collecting data	✓ Unlimited	✓ Unlimited	✓ Unlimited
Appointment & Resource Planning	Create Calendars, Teams, schedule remote sessions/ meetings or field service workshops	✓	✓	✓
Kanban View	A new way in OTRS of assigning tasks and organizing them	🔒	✓ Drag & Drop	✓ Drag & Drop
Report & Analytics				
Reports & Analytics	Create your own Dashboards, Statistics and send automatically. Reports every Monday morning.	✓	✓	✓
Asset Management				
CMDB & Asset Management	Manage your Hardware-, Software-Assets, Contracts, Machines and many more	1,000 Assets	5,000 Assets	Unlimited Assets
Integrations & Assets				
Webservice Integration	Implementation of 3rd Party Applications via Rest-API	🔒	✓	✓
Security & Controls				
Sandbox / Test System	Test your changes before you add them into your productional system*	On-Demand (4 Weeks Free)	✓	✓
Remote Access	EV Reach for remote access, software deployment and automation tasks	Add-on	Add-on	Add-on

Continued on page 2

Feature Name	Description	Starter	Advanced	Pro
		Basic ticketing with workflows	Ticketing with Outbound integration capabilities & AI	Enhanced capabilities, flexible support and AI Features
Operational Services				
Incident Management	An unplanned interruption of a service or a reduction in the quality of a service, e.g. performance degradation or unavailability.	✔ Unlimited	✔ Unlimited	✔ Unlimited
Information Request	Describes a request for information and/or knowledge	✔ Unlimited	✔ Unlimited	✔ Unlimited
Emergency Phone Support	You can call our Service & Support Team accordingly to our Service Level Window	🔒	✔	✔
Service level window (SLW)* for incidents	Defines the agreed time periods during which incident handling and response times are measured. Only hours within this window count towards service level targets (e.g., Monday–Friday, 8am–6pm). Incidents reported outside this window will be registered but handled once the SLW resumes.	Mon-Fri 8 am - 8 pm*	Mon-Fri 8 am - 8 pm*	24/7/365
First response time in SLW on low impact incidents	Specifies the maximum time allowed within the Service Level Window to provide an initial response to incidents categorized as having low impact. These typically involve minimal disruption and affect non-critical functionality.	1 Business Day	1 Business Day	1 Business Day
First response time in SLW on medium impact incidents	Specifies the maximum time allowed within the Service Level Window to provide an initial response to incidents of medium impact. These incidents may impair normal operations for a subset of users or functions but do not cause a complete service outage.	4 Hours	4 Hours	4 Hours
First response time in SLW on critical impact incidents	Specifies the maximum time allowed within the Service Level Window to provide an initial response to incidents with critical impact. These incidents usually involve major service disruptions, outages, or issues that significantly affect business operations and require immediate attention.	2 Hours	2 Hours	2 Hours
Eligible User Management	Use this service to administer the eligible users for your account. These users are eligible to contact the OTRS Service Desk as well as raise incidents and service requests.	✔	✔	✔
SaaS Service (not for On-Premise)				
Maximum Allowed Storage	Includes Tickets, Attachments, Knowledge Base Articles and Backups	100 GB	500GB	1000GB
OTRS Patch Level Management	Updates of your OTRS system during our Maintenance Windows	✔	✔	✔
Backup & Restore	Backups are done in regular intervals. Restore options are listed in the service catalog.	1x Per Week	1x Per Day	1x Per Day
Maintenance of Server Components	Operating System, Database, Elastic Search, Perl, Webserver and more	✔	✔	✔
Resolution Time for Critical Infrastructure Incidents	Disc crash, CPU overheats, broken Cables all is covered	24 Hours	8 Hours	4 Hours
Email Handling	Technical management of connection between OTRS and email accounts (e.g. relay handling, antivirus and spam)	✔	✔	✔
File Transfer Service	For every SaaS customer we provide a download area for backups, and logfiles.	✔	✔	✔
Network Management	Settings for SPF records, deployment of certificates.	✔	✔	✔