



OTRS AG

Company Profile

Trading Information	
Total Number of Shares	1,916,300,00
Total Share Capital (in EUR)	1,916,300,00
Percentage Free-Float	18%
Shareholder Structure	<ul style="list-style-type: none">▪ VBGH GmbH 43%▪ UX3 GmbH 28%▪ Energy Outsourcing Ltd. 11%
ISIN	DE000A0S9R37
Specialist	Scheich & Partner
Petitioner	Scheich & Partner
Company Information	
Date of Incorporation	Founded as a GmbH in 2003 and incorporated as OTRS AG on 06.29.2007.
Accounting Standard	HGB
Fiscal Year End	12.31
Board Members	<ul style="list-style-type: none">▪ André Mindermann (Chairman of the Board)▪ Christopher Kuhn▪ Sabine Riedel
Members of the Supervisory Board	<ul style="list-style-type: none">▪ Burchard Steinbild (Chairman of the Board)▪ Thomas Stewens (Deputy Chairman of the Board)▪ Prof. Dr. Oliver Hein

Short Business Description

Short Description of Operational Activities

The OTRS Group is the manufacturer and largest worldwide service provider for the Help Desk and IT Service Management (ITSM) software **OTRS**. The OTRS Group consists of OTRS AG and its six subsidiaries OTRS Inc. (USA), OTRS S.A. de C.V. (Mexico), OTRS Do Brasil Soluções Ltda. (Brazil), OTRS ASIA Pte. Ltd. (Singapore), OTRS Asia Ltd. (Hong Kong) and OTRS Magyarország Kft. (Hungary).

OTRS is a completely managed help desk software that offers solutions for customer service, IT service management and corporate security. The company understands this to mean both hardware platform management, including the implementation of updates and upgrades, as well as complete application management, including administration, implementation of required patches, upgrades and, especially, security-critical updates.

Customers include Bayer Pharma AG, BSI (German Federal Office for Information Security), Max Planck Institute, Toyota, Huawei, Hapag-Lloyd, Lufthansa, Airbus, IBM, Porsche, Siemens, and Banco do Brasil. **OTRS** is used by 40 percent of the DAX 30 companies.

As the source code owner, the OTRS Group also makes the ((OTRS)) Community Edition available to users worldwide for free download.

Lines of Business

- **OTRS**
- Consulting
- Managed Services
- Custom Development

Product Description

Available in 38 languages, **OTRS** software includes a help desk system and an ITIL® V3-compliant IT service management solution. **OTRS** enables companies to map their service operations into a single, integrated solution.

Stand: 07.20.2018

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