

# OTRS AG

## Company Profile

### Trading Information

Total Number of Shares	1,916,300
Total Share Capital (in EUR)	1,916,300.00
Percentage Free-Float	30%
Shareholder Structure	<ul style="list-style-type: none"><li>▪ VBGM GmbH: 40%</li><li>▪ UX3 GmbH: 30%</li></ul>
ISIN	DE000A0S9R37
Specialist	Bankhaus Scheich
Petitioner	Bankhaus Scheich

### Company Information

Date of Incorporation	Founded as a GmbH in 2003 and incorporated as OTRS AG on 29-June-2019.
Accounting Standard	HGB
Fiscal Year End	31-December
Board Members	<ul style="list-style-type: none"><li>▪ André Mindermann (Chairman of the Management Board)</li><li>▪ Christopher Kuhn</li><li>▪ Sabine Riedel</li></ul>
Members of the Supervisory Board	<ul style="list-style-type: none"><li>▪ Burchard Steinbild (Chairman of the Supervisory Board)</li><li>▪ Thomas Stewens (Deputy Chairman of the Supervisory Board)</li><li>▪ Prof. Dr. Oliver Hein</li></ul>

## 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 BSI (German Federal Office for Information Security), Max Planck Institute, Toyota, 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

The OTRS Group has the following products in its portfolio: **OTRS**, **OTRS On-Premise**, **STORM**, **CONTROL** and the ((OTRS)) Community Edition.