

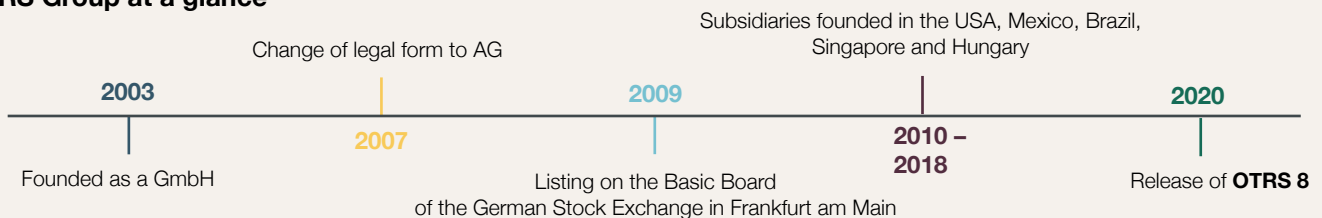
# Facts about OTRS



## OTRS gives companies the freedom to be successful.

OTRS Group is the manufacturer and the world's largest provider of the enterprise service management suite **OTRS**. It offers companies industry-independent solutions to structure and optimize their processes and communication in customer service, IT service management and security management. The security solutions **STORM** and **CONTROL** ensure efficient, cross-departmental incident management and transparent documentation in accordance with standards such as ISO 27001.

### OTRS Group at a glance



**Employees:**  
130+



**Revenue:**  
€11,8 million (2022)



**Chairman of the Supervisory Board:**  
Burchard Steinbild



**Executive Board:**  
André Mindermann,  
Christopher Kuhn,  
Sabine Riedel, Benjamin Müller



**Customers:**  
including Airbus, BSI,  
Lufthansa, Porsche, TUI Cruises

### Customizable Software

**OTRS:** State of the art solution for better service management and structured communication.

Individual configuration, for example, for customer service or IT service management.

### Preconfigured solutions for

- IT service management
- Office management
- HR management
- Information security management – **CONTROL**
- Cyber defense & SOAR – **STORM**

### Certifications & awards

- FOX certification
- ISO27001 certified
- Software Advice: FrontRunner in the category Helpdesk Software (2020)
- Capterra – Top 20 most popular ITSM solutions (2019)

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