

# Facts About OTRS



## OTRS Gives Companies the Freedom to Be Successful

OTRS Group is the manufacturer and world's largest service provider of the **OTRS** service management suite. It offers companies of all sizes flexible solutions to optimize their process and communication management, thus saving time and money. With **OTRS**, customer service; IT service management; security incidents throughout the company; and internal and external communication processes can be designed transparently and efficiently.

### OTRS AG

- Founded: 2003 as GmbH, 2007 name changed to OTRS AG
- Listed: on the Deutsche Börse in Frankfurt am Main since 2009
- Locations: OTRS Group has its headquarters in Oberursel, Germany, near Frankfurt am Main. Additional branches are in Straubing (Germany), Cupertino (USA), Mexico City (Mexico), Budapest (Hungary), São Paulo (Brazil), as well as Hong Kong and Singapore in Asia.
- Sample Customers: Lufthansa, Airbus, IBM, Porsche, Siemens, BSI (German Federal Office for Information Security), Max Planck Institute, Toyota, Hapag Lloyd and Banco do Brazil (Bank of Brazil).

### The OTRS Solution

- More than 170,000 companies worldwide use **OTRS**, including over 40 percent of the DAX 30 companies.
- **OTRS** is available as a fully-managed version (via our private cloud), as **OTRS On-Premise** (in the customer's own data center) or as ((OTRS)) Community Edition (open source).
- **OTRS** is available in 40 languages.
- Industry recognition:  
Capterra: **OTRS** among Top 20 most popular ITSM software solutions  
Software Advice: **OTRS** is a Frontrunner for IT Help Desk Software  
SERVIEW CERTIFIED TOOL seal of approval  
FOX Certification

### Areas Of Application

Customer Service, IT Service Management, Security Management, Facility Management, Personnel Administration, Call Centers, Document Management, Fleet Management, Housing Administration, Resource Management, Procurement and Order Management

#### Additional Links:

Product Website (<https://otrs.com/>)

Corporate Website (<https://corporate.otrs.com/>)

OTRS Blog (<https://otrs.com/otrsmag/>)

OTRS Community Website (<https://community.otrs.com/>)

