

OTRS AG

Company Profile

The Group

The OTRS Group consists of OTRS AG and its five subsidiaries OTRS Inc. (USA), OTRS S.A. de C.V. (Mexico), OTRS Do Brasil Soluções Ltda. (Brazil), OTRS ASIA Pte. Ltd. (Singapore) and OTRS Magyarország Kft. (Hungary). A company is only as good as its employees, and only a satisfied employee will be willing to make the best possible contribution to success. That is why OTRS Group pays special attention to recruiting. Our employees work exactly in the areas that match their competencies. This is an important contribution to job satisfaction and thus a guarantee for highly motivated teams.

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"> ▪ VBGM GmbH: 40% ▪ UX3 GmbH: 30%
ISIN	DE000A0S9R37
Specialist	Bankhaus Scheich
Petitioner	Bankhaus Scheich
Designated Sponsor	Bank M

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	December 31 st
Board Members	<ul style="list-style-type: none"> ▪ André Mindermann (Chairman of the Management Board) ▪ Christopher Kuhn ▪ Sabine Riedel ▪ Benjamin Müller
Members of the Supervisory Board	<ul style="list-style-type: none"> ▪ Burchard Steinbild (Chairman of the Supervisory Board) ▪ Thomas Stewens (Deputy Chairman of the Supervisory Board) ▪ Prof. Dr. Oliver Hein

Short Business Description

Short Description of Operational Activities	<p>OTRS AG is the manufacturer and world's largest service provider for the help desk and IT service management software OTRS.</p> <p>OTRS is completely managed help desk software and offers solutions for the application in areas of customer service, IT service management and corporate security. The company understands this to mean both hardware-side platform management with the implementation of updates and upgrades, as well as complete application management, i.e. the application, its administration, implementation of necessary patches, upgrades and, in particular, security-critical updates.</p> <p>Customers include the BSI (German Federal Office for Information Security), the Max Planck Institute, Toyota, TUI Cruises, Lufthansa, Airbus and Porsche.</p>
---	---

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** and **CONTROL**.