



## OTRS Subscription Services OTRS 3.0 Upgrade Special Offer

Save over 65% on your upgrade

Purchase any new Subscription Support package by December 31, 2010 and get a remote upgrade to OTRS Help Desk 3.0 for only \$1,000.

Protect your investment and get the latest OTRS features and functionality - including an enhanced New Ticket dashboard, a dynamic Ticket Zoom view, enhanced search, an interactive Global Ticket overview, ticket archiving, and accessibility compliance - all in one low cost package.

### OTRS Subscription + Help Desk 3.0 Upgrade

	Basic Subscription	Professional Subscription	Enterprise Subscription
<b>Pricing</b>			
<b>Subscription</b> (Annual Fee, Contract Term One Year)	\$4,995	\$9,995	\$29,995
<b>Remote Upgrade</b>	\$1,000	\$1,000	\$1,000
<b>Total</b>	<b>\$5,995</b>	<b>\$10,995</b>	<b>\$30,995</b>

### Terms & Conditions

#### Subscription Support Plus OTRS Help Desk 3.0 Discounted Upgrade Offer

- Offer applies to 2.4.x installations of OTRS Help Desk only. Older releases require additional consulting.
- Does not apply to OTRS ITSM.
- Offer applies to standard OTRS deployments only. Custom Engineering done by OTRS Group or any other parties will require additional consulting efforts.
- Any customizations to the OTRS theme (ie: skinning) are considered changes to the standard and will not be ported during the upgrade process.
- Does not include upgrade of OTRS Add-Ons (ie: FAQ, System Monitoring, etc.) to OTRS 3.0.
- Purchase must be made before December 31, 2010. Upgrade must be completed within annual subscription period.
- Subscription (Basic, Professional, Enterprise) must be purchased at full price in EUR or USD.
- Upgrade will be delivered remotely by an OTRS Group Consultant.



## OTRS Subscription Services

Focus on Your Business. OTRS makes selecting and implementing support services easy with our Subscription Support offering. You decide which level of support you require to ensure your IT solutions are running smoothly. Subscription Support services are available for OTRS Help Desk and OTRS ITSM products.

### Features

- Reliable response and resolution times
- On-demand release updates
- Optional added Value Consultative Services
- ITIL compliant Incident, Problem and Change Management support

### Benefits

- Your system always remains up-to-date
- Reliable application support with unparalleled service and expertise
- Easy access to the OTRS knowledge base and our support experts' know-how
- 24/7/365 access to OTRS Support Portal
- Attractive discounts on enhancements

When you choose Subscription Support services, you get access to a range of IT Service Management capabilities and our extensive Knowledge Base. We also offer comprehensive implementation and consulting services to customize individual solutions for your specific needs.

### **TOSHIBA** Leading Innovation >>>

*"OTRS has greatly improved our quality of customer service... our savings on licenses, maintenance and support, are in the high six figures. The savings we had projected have already been realized - the ROI is there."*

Uwe Feil  
General Manager  
Service & Support EMEA  
Toshiba Europa GmbH

### OTRS

- Is the leading Service Innovation Platform
- Is 100% open source with zero software-license fees)
- Is a highly customizable and flexible solution addressing complex business demands
- Has over 80,000 installations in 27 languages worldwide

### OTRS Group

- Is the creator and source code owner of OTRS
- Provides global implementation and consulting capabilities
- Offers customized solution development services
- Delivers up to 24x7 support services

**OTRS Subscription Service Plans**

	Basic Subscription	Professional Subscription	Enterprise Subscription
<b>Incident Resolution and Support Services</b>			
<b>Service Level Window (SLW)</b>	Mon-Fri 9am-5pm Excluding Holidays*	Mon-Fri 8am-8pm Excluding Holidays*	24 / 7 / 365
<b>Permitted Support Requests</b> per Contract Term	10	25	Unlimited
<b>Max. Response Times</b> for incidents / support requests	Within SLW	Within SLW	Within SLW
with critical impact	4 hrs.	2 hrs.	0.5 hrs.
with medium impact	1 Business Day	4 hrs.	2 hrs.
with low impact	2 Business Days	1 Business Day	1 Business Day
<b>Max. Resolution Time</b> for critical impact support requests	--	--	1 Business Day
<b>Subscription Services</b>			
<b>Bug Escalations</b>	1	3	5
<b>Software Update Pre-Release Notification</b>	✓	✓	✓
<b>OTRS Support Portal</b>	✓	✓	✓
<b>Emergency Phone Support</b>	--	Business Hours	✓
<b>Security Advisory Service</b>	✓	✓	✓
<b>Remote Patch Level Updates</b>	✓	✓	✓
<b>Minor Release Updates</b>	--	1	2
<b>Discount on Custom Developments</b>	--	5%	10%
<b>Discount on Migration of Custom Developments</b>	5%	10%	15%

**OTRS Subscription Service Plans**

	Basic Subscription	Professional Subscription	Enterprise Subscription
<b>Added Value Consultative Services</b>			
<b>Scheduled On-site Consulting Visits</b>	Optional**	Optional**	Optional**
<b>Scheduled OTRS Environment and Performance Reviews</b>	Optional**	Optional**	Optional**
<b>Technical Account Manager</b>	--	--	Optional**
<b>Pricing</b> (Annual Fee, Contract Term one year)			
<b>Initial Subscription</b> per OTRS DB Instance	<b>\$4,995</b>	<b>\$9,995</b>	<b>\$29,995</b>
<b>Additional Subscription</b> per OTRS DB instance	\$3,800	\$7,500	\$22,500

\*) US Pacific Time, excluding US holidays

\*\*) Optional. For pricing of options contact OTRS Sales at [enjoy@otrs.com](mailto:enjoy@otrs.com).

**OTRS Subscription Service Features**

	Description
<b>Incident Resolution and Support Services</b>	
<b>Response Time</b>	<ul style="list-style-type: none"> <li>The Response Time starts immediately with a submission of an incident report (i.e. and outage of your OTRS system) or a support request (request for functional or technical advice and service) in the OTRS Support Portal.</li> <li>For Quick Start Package, Basic Subscription or Professional Subscription: If a request arrives outside the Service Level Window (SLW), the response time starts at the beginning of the next SLW of the according Package or Subscription.</li> </ul>
<b>Resolution Time</b>	<ul style="list-style-type: none"> <li>For Enterprise Subscription customers facing a critical problem with OTRS: The Resolution Time starts immediately with submission of an incident report or support request in the OTRS Support Portal.</li> <li>For adherence of the Resolution Time limit, it is essentially required for the customer to provide OTRS all information with the submission of such incident report or support request (i.e. status information on the affected OTRS instance, log files, etc.) which is helpful to analyze the root cause and to let the OTRS support experts resolve the problem in a timely manner.</li> <li>The customer contacts are required to assist the OTRS support experts and to cooperate at best effort. For accelerated resolution OTRS may contact the customer contacts by phone and/or may ask for remote access to the affected systems if applicable.</li> <li>OTRS will conduct remote support compliant to the customer's security or data privacy policies.</li> </ul>
<b>Impact Level Definition</b>	<ul style="list-style-type: none"> <li><b>Level 3 - Critical Impact</b> Represents a critical problem in the customer's OTRS system. Examples include: complete loss of service even after a restart has been performed, production systems that have crashed, or a production system that hangs indefinitely. No workaround is available. The customer cannot continue essential operations.</li> <li><b>Level 2 - Medium Impact</b> Represents a medium impact problem in the customers' OTRS system. Essential operations are seriously disrupted, but a workaround exists which allows for continued operations.</li> <li><b>Level 1 - Low Impact</b> Represents a lower impact problem in the customer's OTRS system that involves a partial or limited loss of non-critical functionality, or some other problem involving no loss in functionality. Also included are all problems that represent a general usage question. Includes recommendations or requests for new products or features, enhancements or modifications. There is no impact on the quality or performance in a production system.</li> </ul>
<b>Subscription Services</b>	
<b>Bug Escalations</b>	<ul style="list-style-type: none"> <li>Escalate any bugs that are critical to your business.</li> <li>Escalations will become effective after being confirmed by our developers.</li> <li>Subscription Support customers will quickly receive a patch for any escalated and confirmed bugs.</li> </ul>
<b>Software Update</b> Pre-Release Notification	<ul style="list-style-type: none"> <li>In advance of new releases, Managed OTRS customers receive an announcement with information on new features, enabling you to plan ahead for upgrades.</li> </ul>

**OTRS Subscription Service Features**

	Description
<b>Subscription Services</b>	
<b>Security Advisory Service</b>	<ul style="list-style-type: none"> <li>Subscription customers receive Security Advisory announcements, if necessary, at the same time as distributor of OTRS packages (e.g. Red Hat, SuSE, etc.).</li> <li>When a security patch is available, Subscription customers will be informed.</li> </ul>
<b>Patch Level Remote Updates</b>	<ul style="list-style-type: none"> <li>Subscription customers receive updates for the last two minor OTRS releases when an OTRS patch level is released.</li> <li>Updates are installed remotely if applicable.</li> </ul>
<b>Remote Minor Release Updates</b>	<ul style="list-style-type: none"> <li>Within a subscription contract term, we will provide and remotely install up to two OTRS minor release updates on your OTRS systems, if remote access is applicable.</li> <li>Minor Release Updates are included for the latest two minor OTRS releases only.</li> </ul>
<b>Discount on Custom Developments</b>	<ul style="list-style-type: none"> <li>Subscription customers receive a discount on any development that is ordered at and confirmed by OTRS Group within a subscription contract term.</li> </ul>
<b>Discount on Migration of Custom Developments</b>	<ul style="list-style-type: none"> <li>Subscription customers with individual code enhancements that have been programmed by OTRS Group receive a discount on any ported features (e.g. during a release upgrade).</li> </ul>
<b>Additional OTRS Subscription</b>	<ul style="list-style-type: none"> <li>Subscription plans include support for 1 application database.</li> <li>Additional OTRS Environments are required for customers who want to run OTRS solutions on more than one system each using their own application DB.</li> <li>The package includes the support of 1 additional application database instance (e.g. test/development system, distributed infrastructure, etc.).</li> </ul>
<b>Accessibility</b>	
<b>Support Contacts</b>	<ul style="list-style-type: none"> <li>You may appoint two (2) employees as contacts to submit incident reports and support requests and act as qualified contacts for OTRS within your organization.</li> <li>Please provide phone information to let our support experts contact you for accelerated resolution of incidents or support requests.</li> </ul>
<b>OTRS Support Portal and Emergency Phone Support</b>	<ul style="list-style-type: none"> <li>Easily submit support requests to our team through the OTRS Support Portal, available 24/7/365.</li> <li>Receive a transparent view of request status at any time.</li> <li>Reduce time in receiving support by uploading helpful information like specifications or log-files with your request. Requests can be tracked, prioritized and closed in the OTRS Support Portal. All incident reports and support requests must be submitted through the OTRS Support Portal in order to guarantee the agreed response times and resolution times (applicable for Enterprise Subscriptions). Upon submitting a request, you will receive a ticket number that should be used in all further communications regarding your request.</li> <li>All updates having an impact on the associated Service Levels and related response/resolution times must be submitted through the OTRS Support Portal.</li> <li>Professional and Enterprise Subscription customers additionally have exclusive phone access to support.</li> </ul>

**OTRS Subscription Service Features**

	Description
<b>Subscription Services</b>	
<b>Scheduled On-site Consulting Visits</b>	<ul style="list-style-type: none"><li>▪ Consulting services are a proactive approach that is designed to plan and build your OTRS solution based on our best-practice while helping you avoid critical outages during the production phase.</li><li>▪ Our functional and technical consultants visit you on-premise for OTRS related workshops, evaluation, functional and technical design, implementation, installation, migration, reviews and training.</li><li>▪ Especially for larger-scale projects we offer extensive process design and project management and expertise at global reach.</li></ul>
<b>Scheduled OTRS Environment and Performance Reviews</b>	<ul style="list-style-type: none"><li>▪ If you would like OTRS expert advice on platform selection and server configuration targeting your unique usage patterns, we can review your OTRS configuration as well as system information and recommend opportunities to improve performance, server and OS configuration changes, or platform selection for optimal OTRS performance.</li></ul>
<b>Technical Account Manager</b>	<ul style="list-style-type: none"><li>▪ A dedicated Technical Account Manager is assigned for you to take care of specific demands and service requirements regarding OTRS.</li></ul>

## Regions

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