

# OTRS :: Software-as-a-Service

## ITIL® conformous Managed Application Service for OTRS and OTRS::ITSM



ENTERPRISE  
CONSULTING

Service packages for end customers (effective from 01-MAR-07). All fees in EUR.

Service Package	Bronze	Silver	Gold	Platinum	Centurion
<b>Application Service</b>					
<b>OTRS Release</b>	Current stable release OTRS or OTRS::ITSM	Current stable release OTRS or OTRS::ITSM	Current stable release OTRS or OTRS::ITSM	Current stable release OTRS or OTRS::ITSM	Current stable release OTRS or OTRS::ITSM
<b>OTRS Customer Frontend</b>	-	-	yes	yes	yes
<b>OTRS Agent &amp; Admin Frontend</b>	yes	yes	yes	yes	yes
<b>Max. System Agents</b>	4	10	20	50	100
<b>Max. System Queues</b>	8	16	30	100	limited by hardware
<b>Max. Tickets per month</b>	500	1000	2000	limited by hardware	limited by hardware
<b>Max. OTRS DB instances</b>	1	1	1	2	2
<b>Daily Full Backup</b>	yes	yes	yes	yes	yes
<b>Infrastructure</b>					
<b>Server Type</b>	virtual host	virtual host	virtual host	dedicated server	dedicated server
<b>Server Software</b>	Suse Linux, Apache, MySQL, PHP, mod_perl				
<b>Traffic</b>	included If traffic exceeds 1.000 GB/month, link-speed will be reduced down to 10 MBit/s. Cost free activation of additional 250 GB via phone/email at Enterprise Service-Desk.				
<b>Service Levels</b>					
<b>Guaranteed Service Uptime (CET) = Service Level Window (SLW)</b>	<b>Mon.-Fri. 09:00 - 17:00</b> except German bank holidays	<b>Mon.-Fri. 08:00 - 18:00</b> except German bank holidays	<b>Mon.-Fri. 07:30 - 21:00</b> except German bank holidays	<b>Mon.-Fri. 07:30 - 21:00</b> <b>Sat. 09:00 - 16:00</b> except German bank holidays	<b>Mon.-Sun. 00:00 - 24:00</b> 24/7/365
<b>Availability within SLW</b>	99,0%	99,0%	99,0%	99,5%	99,5%
<b>Response Time within SLW</b>	24 hrs.	4 hrs.	2 hrs.	1 hr	0,5 hrs.
<b>Incident Response</b>	E-mail	E-mail	E-mail	Email	Email
* critical = service completely unavailable			in case of critical incident phone support within SLW	in case of critical incident phone support within SLW	in case of critical incident phone support within SLW
<b>Included Service Requests per contract period</b>	3	10	20	30	50
<b>Eligible Requesters = customer contact persons</b>	1	2	2	4	4
<b>Service Reporting</b> - Incidents, Service Requests, contacts - Remaining Service Requests - used/remaining Agents, Queues, Tickets - Availability (target/actual) - Service Level Achievement	yes  Online Self-Service	yes  Online Self-Service	yes  E-mail push service	yes  E-mail push service	yes  E-mail push service
<b>Regular Status Calls</b> Enterprise to customer contact person	-	semi-annually	semi-annually	quarterly	quarterly
<b>Service Fees</b>					
<b>Fee per month</b> Contract period: 12 months	499 EUR	749 EUR	999 EUR	1499 EUR	2499 EUR
<b>Initial Setup Fee</b>	299 EUR	299 EUR	299 EUR	399 EUR	399 EUR
<b>Options</b>					
<b>Application Support per month</b> Contract period: 12 months Details: "OTRS Application Support-Overview"	89 EUR	169 EUR	419 EUR	1089 EUR	2499 EUR
<b>Update Subscription per month</b> Per OTRS or OTRS::ITSM instance	N/A	99 EUR	69 EUR	included	included

Contract period: 12 months, Cancellation notice: 2 months prior to end of current contract period. VAT not included.