

OTRS

eStomi Technologies is India's first and the only certified System Integration Partner for OTRS AG, Germany since 2010. We have certified OTRS and ITSM Practitioners, who have an excellent track record of OTRS implementations. Being an OTRS Partner, our experts provide an extensive help in implementing Helpdesk and ITSM leveraging ITIL guidelines.

OTRS has over 85000 Production instances currently and millions of users worldwide. It is a leading OpenSource ITSM product with a sharp focus on ITIL and an ear towards its customer. Porsche, NASA, Lufthansa, Philips, Toshiba etc are some of prestigious organizations where OTRS has been implemented.

Contributing To Your Business Lifecycle

eStomi has reworked on the interface to make it more user-friendly. The dashboard has been made more meaningful by introducing charts/graphs and to help agents being more productive. eStomi team has developed a very effective Reporting dashboard that has been used by most of the senior leaders of our customers. eStomi prides itself for developing a solution to provide encrypted and encoded data – thus securing customer critical details. More case studies can be shared over a call. eStomi team has also integrated with many other products/tools to achieve more efficient ITSM solutions.