

## ESSENTIALS

**\$19**

Every month  
Per Paid User/Month/Billed  
Annually (Unlimited End  
Users)

- Active Directory Integration
- Dashboards
- Reports
- Software Inventory
- Remote Tools
- Mobile Application

## PROFESSIONAL

**\$39**

Every month  
Per Paid User/Month/Billed  
Annually (Unlimited End  
Users)

- Everything in Essentials, PLUS...
- Incident Management
- Self-Service Portal
- Knowledge-base Management
- Workflow Management
- SLA Management
- Service Catalog (Limited)
- Satisfaction Survey
- Teams
- Approvals
- Tasks
- Custom Fields
- Tags
- Import Tools
- Business Hours
- Holiday Calendars
- Email Templates

## ENTERPRISE

**\$69**

Every month  
Per Paid User/Month/Billed  
Annually (Unlimited End  
Users)

- Everything in Essentials and Professional, PLUS...
- Problem Management
- Change Management
- Contract Management
- Facilities Management
- Vendor Management
- Purchase Management
- Unlimited Service Catalog
- Unlimited End Users
- Scheduled Tickets
- Scheduled Reports
- Announcements
- Tiered Tasks
- Custom Reports
- Canned Responses
- Remote Agent
- MS Exchange Connectivity
- Custom Email Incoming Servers
- Custom SMTP Server
- Single Sign-On SAML
- Site Agent-Office 365 Integration
- Site Rebranding
- API Access
- Chat Module

### OPTIONAL INTEGRATIONS AND MODULES



Team Viewer



Dell Warranty  
Check



HP Warranty  
Check



Lenovo  
Warranty Check



Password  
Reset

DIR Discount 10%

DIR Discount 10%

DIR Discount 10%