Ticketing System Proposal

Requirements:
- *Access and accounts will be given to a moderate sized group, around 15-20 expected.*
- *Tickets must survive year after year, regardless of who's registered on the application.*
- *We'll be hosting on a Azure server. Solution must be compatible with this.*

[osTicket](#)

osTicket offers greater customization off of the get-go when compared to other solutions as well as a much cleaner interface to work with. While a hosted server is something they offer for a price starting at $9 monthly, I believe we're capable of hosting it ourselves with all other bonus [features](#) they offer being relatively inconsequential for us. A customer portal is a heavily pushed feature, however this may not be required as we'll be either getting jobs directly from Faisal or Rob or entering them in ourselves, making this potentially unnecessary.

[RT Resource Tracker](#)

While offering hosting and online support options, RT itself can be used cost free with the only complications being that we would need to deploy and manage it ourselves without any form of handholding. Comes with email integration as well as automation options through scripting. Currently this is the ticking system that our group has the most experience with as the software is also used for Operations Engineering 2, a subject five out of eight group members are in. A [community wiki](#) also exists, covering tutorials as well as error handling during deployment or use.

[AzureDesk](#)

Designed and marketed specifically for use with Azure servers, this solution potentially runs into larger costs than necessary. Created with small to medium sized teams in mind, AzureDesk is a straight forward system which has little customization options or exceptional features to separate it from the rest. Pricing is also another major concern, with the cheapest possible option being $33 per user per month. Given that at a minimum we'll be aiming for ten users this would add up to a massive $3,960 annually. While simple to manage and use, I believe for its price it is the lesser of the three options.

Recommendation: RT Resource Tracker

osTicket and RT Resource Tracker offer very comparable services and each one would certainly cover what we require. The edge goes out to Resource Tracker however, due to the resources at hand, both within our groups current experience as well as what's available readily online. I've already gotten in contact with the web team who would be more than glad to assist with any deployment issues that we come across, reducing the risk of any potential confusion during this process.