Open Source Incident Management Systems

1, Zammad

* It is a web based , open source user support ticketing solution.
* Source code available on GitHub.
* It has customization option for
  + Language
  + Time
  + Security
  + Storage
  + and Network settings.
* It can be rebranded( with our bank logo and motto e.t c)
* Features
  + It has a ticket numbering, auto assignment, notification, duplicate removal features.
* It has a knowldedge base
* It has templates
* It does time accounting
* It gives reporting profiles

Disadvantage

* It has migration options but not from our solar winds service desk. We should communicate the zammad team for customized migration.

**Slide 1: Introduction to Zammad**

**What is Zammad?**

Zammad is an open-source, web based helpdesk and customer support system.

Source code available on Github.

It enables teams to manage customer inquiries via various channels.

Prerequisites

Browser : Chrome - 83+ and Firefox - 78 +

Server requirement :

Ruby language

Databse Server

Postgress Sql : 10 +

MySQL 5.7 +

Redis - for real time communication.is an open-source, in-memory data structure store that can be used as a **database, cache, and message broker**. It is known for its **high speed, low latency**, and ability to handle large-scale real-time applications.

**Slide 2: Subscription and Free Options**

**Free (Self-Hosted) Version**

Open-source and can be installed on personal servers.

Includes essential features like ticketing, reporting, and integrations.

**Cloud Subscription Plans**

**Starter:** €5 per agent/month – Basic features with hosted support.

**Professional:** €19 per agent/month – Advanced automation and SLA management.

**Plus:** €39 per agent/month – Enhanced security, auditing, and API access.

**Slide 3: Requirements to Use Zammad**

**For Self-Hosting**

OS: Linux (Ubuntu, Debian, CentOS, RHEL).

Database: PostgreSQL or MySQL.

Web Server: Apache or Nginx.

RAM: Minimum 2GB (Recommended 4GB+ for larger teams).

Disk Space: Minimum 10GB.

Other Dependencies: Elasticsearch, Ruby, and Node.js.

**For Cloud Version**

No setup required – Hosted and maintained by Zammad.

**Slide 4: How Many Agents Can It Handle?**

**Self-Hosted Version**

Scales based on server capacity.

Recommended for small to large enterprises with custom infrastructure.

**Cloud Version**

Supports from small teams to enterprise-level customers.

No predefined limit, but performance depends on the subscription plan.

**Slide 5: Features and Customization Options**

**Key Features**

Multi-channel support (email, social media, live chat, phone, etc.).

Ticket management with automation.

Knowledge base and self-service portal.

SLA and escalation management.

Reporting and analytics.

Role-based access and permissions.

**Customization Options**

Custom ticket states and priorities.

Branding and UI adjustments.

API for external integrations.

Custom triggers, macros, and notifications.

Webhooks for third-party connections.

**Conclusion:** Zammad is a powerful and flexible helpdesk solution suitable for organizations of all sizes. Whether using the free self-hosted version or the paid cloud plans, it provides a range of features to streamline customer support and enhance team efficiency.

**Why use Zammad?**

Provides a user-friendly interface.

Offers automation and collaboration tools.

Supports multiple communication channels (email, chat, phone, social media).