CITSmart ITSM - Versions

Item	Community		Enterprise	
Version	**6.1**		**7.1**	
Pink Verify Certification	✗		✓	13 processes
Manufacturer's Support	✗		✓	
Access to the latest version available	✗	updated every 6 months	✓	
Access to product knowledge base	✗		✓	
On-Premises (Local)	✓		✓	
SaaS (Cloud)	✗		✓	
Training Seminars (Webinars)	✗		✓	

Features	Community		Enterprise	
Portfolio Management	✓		✓	advanced features
Service Catalog Management	✓		✓	
Service Level Management	✓		✓	
Change Management	✓		✓	advanced features
Release and Deployment Management	✓		✓	
Knowledge Management	✓		✓	advanced features
Service Asset & Configuration Management	✓	limited	✓	advanced features
Event Management	✗		✓	
Request fulfillment	✓		✓	advanced features
Incident Management	✓		✓	advanced features
Problem Management	✓		✓	
Continuity Management	✗		✓	
Availability Management	✗		✓	
Demand Management	✗		✓	
Contract Management	✓		✓	
Project Management	✗		✓	
Enterprise Service Management	✓		✓	
Customer Service Management	✗		✓	
Business Process Management	✗		✓	integrated ESI
Team management	✗		✓	
Flow Designer / BPM Designer	✓	basic	✓	advanced features
Scripting language	✓		✓	
Reports	✓		✓	
Dynamic Report Builder (Smart reports)	✗		✓	advanced features
Satisfaction survey	✓		✓	
Dashboards	✗		✓	
Integration with LDAP	✓		✓	
Service Portal	✓		✓	advanced features and approvers
Service Portal Integrated with KM	✗		✓	
Service Portal - for approvers	✗		✓	
Corporate Knowledge Portal	✗		✓	
Integration with telephony (Asterisk, Avaya)	✗		✓	
Mobile application	✗		✓	
Field Service - APP Mobile	✗		✓	
Chat	✗		✓	
Custom labels	✗		✓	
Clientless remote desktop gateway	✗		✓	
Nagios Integration	✗		✓	
Zabbix Integration	✗		✓	
Event reception (by API REST)	✗		✓	
Windows Inventory Agent	✓		✓	
SNMP	✓	basic	✓	
CITSmart Builder Integration (Creating new applications and forms)	✗		✓	
CITSmart ESI Integration (Creation of new integrations, REST Services, among others)	✗		✓	
IBM Watson Integration	✗		✓	
REST Integration	✗		✓	
Channel support	✗	not allowed	✓	
Official training	✗		✓	
Allows use beyond IT (BPM, Services and KM)	✓	without form construction and without integration with legacy systems	✓	