

Hello Mr. Coyote,

Due to the challenges the company has faced in the department of IT and various other security issues, I recommend a ticketing system to better manage and provide line of sight into any issue that may arise in that sector. Attached I have provided several options with a high level overview of what they can provide you and the organization. My personal recommendation as of current would be Resolve.Ai, due to its high scalability, and the ability to leverage A.I. to prioritize tickets based on severity and its seamless integration with many other programs and software.

	System Options	Resources Needed	Approximate Budget	Architecture
<b>Zendesk</b> 	Cloud/SaaS Higher tier enterprise capabilities (sandboxes, advanced data protection) part of Suite/ Enterprise offerings	1-2 Project leads, 1 admin/trainer 1-2 integrators for APIs/CRMs	\$19-\$55/agent per month  Suite Team \$55/agent  Implementation: \$10k-\$100k depending on scale	SaaS model: Zendesk Cloud Typical architecture includes: identity provider (SSO: SAML/Okta/AD)
<b>Freshservice (Freshworks)</b> 	Cloud/SaaS first; Freshservice is marketed as cloud ITSM	ITSM process owner Admin/ configuration lead 1-2 integrators for asset discovery 1 trainer	\$19-\$29/agent per month  \$10k-\$75k depending on integrations and process design	SaaS front-end with optional connectors for discovery tools, LDAP/SSO, monitoring tools, & email gateways

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<b>Jira Service Management (Atlassian)</b> 	Cloud (Atlassian Cloud), Data Center, (self managed), and Server options. Data Center supports on-prem/clustered deployments for high availability and control	Jira admin(s) SSO/ admin for Atlassian Access 1-2 integrators for Confluence monitoring	\$15-\$40/agent per month dependent on plan  Data Center uses annual subscription scaled by user tier  Implementation: small internal- \$5k -\$20k Self hosted - \$20k-\$150k	Cloud: Atlassian hosted services +intergrations (confluence, Opsgenie, BitBucket) SSO via Atlassian Access  Data Center: clustered application nodes, external PostgreSQL, shared file system or object storage
<b>ServiceNow</b> 	SaaS enterprise platform with many modules (ITSM,ITOM, HR, SecOps). Not typically sold as on-prem; heavy enterprise focus with large implementation projects	Program Manager Business Process Owner ServiceNow architects/ developers Integrators  Enterprise rollouts often require certified partners	Enterprise per user price varies widely . ITSM seats often start around \$70-\$150/ user per month depending on module mix  Implementation: Often \$50k-\$500k depending on scope	SaaS multi-tenant ServiceNow platform hosted by ServiceNow. Typically enterprise architecture includes: SSO/IDP, MID Servers (on-prem gateway) for discovery integrations. MID servers and secure connectors are a core architectural component
<b>Zoho Desk</b> 	Cloud/SaaS primary. Zoho ecosystem integration (CRM, Analytics) is a strong selling point generally quick to deploy	Service Admin Integrations Engineer 1-2 Trainers	Pricing competitive— entry tier often in the low teens per month/agent  Implementation: Small deployments can be \$0-\$5k Mid deployments can be \$5k-\$25k	SaaS front-end with API/ connector to Zoho CRM, SSO (SAML), email channels and chat/phone integrations. Network needs are minimal

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<b>Resolve.ai</b> 	SaaS/ Cloud-first Integrations with many existing tools like AD/SSO, HRIS, and existing ticketing tools (ServiceNow, Jira, Zendesk)	Project Lead AI Configuration Lead Systems/ Integrations Engineer(s) Security Compliance Lead Trainers Customer Support	Free plan up to 3 agents  Standard plan \$49.35/ agent per month up to 10,000 agents	Cloud-agnostic/ microservices architecture  High scalability and availability

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