

# Make the Case

Everything you need to present a self-hosted helpdesk alternative to your leadership team.

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## Executive Summary

osTicket Awesome is a professionally maintained distribution of osTicket, the most widely deployed open-source helpdesk platform in the world. It includes 30+ enhancements for design, usability, and enterprise readiness, costs a flat \$149/year regardless of team size, and runs on your own infrastructure. There are no per-agent fees, no per-ticket limits, and no vendor lock-in. Your data stays on your servers.

Organizations including BMW, the University of Oxford, the University of Cambridge, Booz Allen Hamilton, Texas Department of Public Safety, and Lindt run osTicket Awesome in production. The platform has been in active development for over 10 years with 83 releases tracking every upstream osTicket version.

# The Cost Comparison

Annual cost comparison: Zendesk Suite Professional and Freshdesk Pro versus osTicket Awesome Business. All prices USD, billed annually.

	10 agents	25 agents	50 agents
<b>Zendesk Suite Professional</b>	\$13,800	\$34,500	\$69,000
+ Zendesk AI add-on	\$6,000	\$15,000	\$30,000
<b>Zendesk total</b>	<b>\$19,800</b>	<b>\$49,500</b>	<b>\$99,000</b>
<b>Freshdesk Pro</b>	\$5,880	\$14,700	\$29,400
+ Freddy AI Copilot	\$3,480	\$8,700	\$17,400
<b>Freshdesk total</b>	<b>\$9,360</b>	<b>\$23,400</b>	<b>\$46,800</b>
<b>osTicket Awesome Business</b>	<b>\$149</b>	<b>\$149</b>	<b>\$149</b>
+ VPS hosting (~\$50/mo)	\$600	\$600	\$600
<b>osTicket Awesome total</b>	<b>\$749</b>	<b>\$749</b>	<b>\$749</b>

Competitor pricing sourced from public pricing pages as of March 2026. Does not include hosting costs for osTicket Awesome (~\$20–100/month for a VPS, or free on existing infrastructure).

## ANNUAL SAVINGS VS. ZENDESK PROFESSIONAL + AI

<b>\$19,051</b> saved/year at 10 agents	<b>\$48,751</b> saved/year at 25 agents	<b>\$98,251</b> saved/year at 50 agents
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# Three-Year Total Cost of Ownership

SaaS costs compound annually and often increase at renewal. Self-hosted costs are flat. Here is what that looks like over three years for a 25-agent team.

	Year 1	Year 2	Year 3	3-Year Total
Zendesk Pro (25 agents)	\$34,500	\$34,500	\$34,500	<b>\$103,500</b>
+ AI add-on	\$15,000	\$15,000	\$15,000	<b>\$45,000</b>
<b>Zendesk total</b>	<b>\$49,500</b>	<b>\$49,500</b>	<b>\$49,500</b>	<b>\$148,500</b>

osTicket Awesome Business	\$149	\$149	\$149	<b>\$447</b>
+ VPS hosting (~\$50/mo)	\$600	\$600	\$600	<b>\$1,800</b>
<b>osTicket Awesome total</b>	<b>\$749</b>	<b>\$749</b>	<b>\$749</b>	<b>\$2,247</b>

Three-year savings: \$146,253. That is not a rounding error. That is a budget line item that disappears.

## What Every Plan Includes

There is no feature gating between tiers. Every plan ships the full product.

- All 30+ enhancements, pre-installed and configured
- Unlimited agents, no per-seat or per-ticket fees
- Dark mode, responsive design for any device
- 59+ language packs, pre-installed
- 10 official plugins bundled (LDAP, OAuth2, 2FA, audit logging, and more)
- Full source code access, no obfuscation, no vendor lock-in
- Product support from the developer who built it
- All updates and new releases for the subscription period
- Built-in diagnostics (SHIFT+O toggle for instant troubleshooting)
- Intranet and air-gapped network support (all assets served locally)

## Why Self-Hosted

Self-hosted means your helpdesk runs on servers you control. Your ticket data, customer information, and attachments never leave your infrastructure.

- **Data sovereignty.** Your data stays in your jurisdiction, on your hardware. No third-party access without your explicit authorization.
- **Compliance alignment.** Self-hosting inherently satisfies data residency requirements for HIPAA, GDPR, FERPA, and internal security policies. No BAA negotiations with a SaaS vendor.
- **No vendor lock-in.** Your data is in a standard MySQL database. Export it, query it, back it up, migrate it. Cancel your subscription and everything stays.
- **Predictable costs.** No per-agent fees that scale with headcount. No surprise invoices when your team grows. \$149/year is \$149/year whether you have 5 agents or 500.
- **Network isolation.** Runs on intranets, air-gapped networks, and behind firewalls. All assets are bundled locally. No CDN dependencies.

# Migration

Migrating from another helpdesk platform to osTicket Awesome is measured in hours, not weeks. The typical process:

1. Install osTicket Awesome on your server (under an hour with our installation guide, or use our \$150 Professional Installation service)
2. Import historical ticket data from your current platform
3. Configure email piping, LDAP/SSO, SLA rules, and custom forms
4. Run both systems in parallel for a transition period
5. Redirect email flow to the new system when ready

Solo and Business support covers osTicket Awesome installation and usage questions. Agency support additionally includes migration guidance: we will help you plan your migration, answer questions about data mapping and platform differences, and advise on the best approach for your environment. For hands-on migration work, we offer a professional migration service for all tiers on a case-by-case basis.

## Risk Mitigation

- **30-day money-back guarantee.** Install it, test it with your team, use it in production. Full refund if it is not the right fit. No forms, no hoops.
- **10-year track record.** 83 releases, every upstream version tracked, consistently shipping within one week of upstream updates.
- **5-year support commitment.** osTicket 1.18.x will be supported for at least five years after osTicket 2.0 is released. No forced upgrades.
- **No kill switch.** If your subscription expires, your helpdesk keeps working. Nothing breaks, no features are disabled, no data is affected.
- **Standard database.** osTicket Awesome does not modify the database schema. You can revert to vanilla osTicket at any time by replacing files.
- **4,400+ installations worldwide.** Organizations across 190+ countries run osTicket Awesome in production, from small IT teams to large enterprises.

## Server Requirements

osTicket Awesome runs on the same stack as osTicket. If you already have a LAMP or WAMP server, you are ready.

Requirement	Specification
Web server	Apache or Microsoft IIS

PHP	8.2, 8.3, or 8.4
Database	MySQL 5.5+ or MariaDB
Operating system	Linux or Windows Server
Hosting panel	cPanel, Plesk, DirectAdmin, or equivalent

osTicket Awesome can also run on shared hosting, a \$5/month VPS, a Synology NAS, or an existing on-premise server. No dedicated infrastructure required.

## Talking Points for Leadership

When presenting this option to your team, consider these angles:

- **Cost reduction.** "We can replace our \$X/year helpdesk with a \$149/year solution that includes unlimited agents. The three-year savings are six figures."
- **Data control.** "Our ticket data stays on our servers. No third-party access, no data residency concerns, no compliance negotiations with a SaaS vendor."
- **No scaling penalty.** "When we hire more support staff, the cost does not change. Every SaaS helpdesk charges per agent; this one does not."
- **Proven at scale.** "BMW, the University of Oxford, Booz Allen Hamilton, and Texas DPS run this in production. The underlying platform has 5 million installations over 20 years."
- **Low risk.** "30-day money-back guarantee. Our data stays in a standard MySQL database we already control. If it does not work out, we revert with zero data loss."
- **Active maintenance.** "83 releases over 10 years. Updates ship within a week of upstream releases. This is not an abandoned open-source project."

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## Next Steps

### Explore the product

Staff demo: [a8.osticketawesome.com/1.18.3-4/scp](https://a8.osticketawesome.com/1.18.3-4/scp) Client demo: [a8.osticketawesome.com/1.18.3-4/](https://a8.osticketawesome.com/1.18.3-4/)

### Review system requirements

[osaweso.me/documentation/system-requirements/](https://osaweso.me/documentation/system-requirements/)

### Compare against your current platform

[osaweso.me/learn/tco-calculator/](https://osaweso.me/learn/tco-calculator/)

### See pricing

[osaweso.me/pricing/](https://osaweso.me/pricing/)

### Get help with installation

[osaweso.me/services/professional-installation/](https://osaweso.me/services/professional-installation/)

## Talk to us

[osaweso.me/contact/](https://osaweso.me/contact/)

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