Zammad
Press Kit

Contents

03	Contact
04 - 05	Company Overview
06 - 07	Mission, Vision, and Values
08	Open Source Philosophy
09	Our Founder Martin Edenhofer
10 - 12	Milestones
13	Zammad in the Media
14	10 Reasons for Zammad
15 - 16	Customers and Testimonials
17	Zammad at Events
18	Social Media
19	Media Assets

How to Reach Us

Contact

Zammad GmbH
Marienstr. 18
10117 Berlin

http://zammad.com

enjoy@zammad.com

+49 (0) 30 55 57 160-0

+49 (0) 30 55 57 160-99

HRB 163946 B Amtsgericht Berlin-Charlottenburg
Managing Director: Martin Edenhofer

Company Overview

Zammad: The Most Popular Open-Source Helpdesk

Founded:
2016 (Berlin)

HQ Location:
Berlin

Team Size:
14 Employees

Company Overview

What is Zammad Actually?

Zammad is a modern helpdesk system with a clear and intuitive interface. It offers numerous practical features for efficient processing of requests/tasks. Zammad is open-source, which means that our code is available to anyone for free use. Those who need assistance with installation, hosting, or maintenance can sign a support contract with us.

Use Cases

Zammad can be used in any industry or context. But the most common use cases are:

- Product / Service Support
- Customer Service in Retail
- IT Service Desk
- Municipal Services

What we're aiming for

The Zammad Mission

To support teams all over the world who aspire to work more efficiently and excel in their daily customer service, Zammad is a modern helpdesk software solution accessible to anyone, based on extensive experience and continuously improved by a knowledgeable community.

Our journey

The Zammad Vision

Zammad's vision for the future is to create a customer service world where support is enjoyable for everyone involved - customer, agent, company, and IT team. In 10 years, Zammad will be the most used helpdesk tool worldwide, with its popularity resulting from the individual service, accessibility, scalability and Open Source philosophy.

Our principles

The Zammad Values

Cohesion

Only as a team can we progress, because each of us brings different qualities with them. That's why we appreciate every single Zammadian ... even the one who recently overwrote the code!

Transparency

The cat in the bag? Not with us. We believe in transparency and honesty. Our code is openly visible because we stand behind what we create!

Trust

We value each other and give each team member their own projects and responsibilities. We also trust our users and the community as we know they give us honest feedback that helps us grow.

Man Before Machine

All in the name of technology? On the contrary. We don't code for the software, but for the people who use it. Their needs drive us every day.

Our Philosophy

Why Zammad is Open-Source

Sharing knowledge

Free Code and Valuable Input

We, too, often looked at the codes of other developers and got ideas, tips, and tricks there. That's why we let others do the same with our own open-source ticketing system - and hope that it helps.

Improving quickly together

Zammad Community

We constantly receive useful feature ideas. Sometimes it's just a hint on small things that we could improve about our open source ticket system. For us, this input is very valuable, as it helps us to make the Zammad helpdesk even better with every release.

Enjoying the exchange

Inspiring Interaction

Forget Sheldon Cooper’s “Fun with Flags“. The Zammad Community brings you “Fun with Code“! We are proud of our thriving community that shares ideas and participates in the code and the Zammad documentation. Come and join!

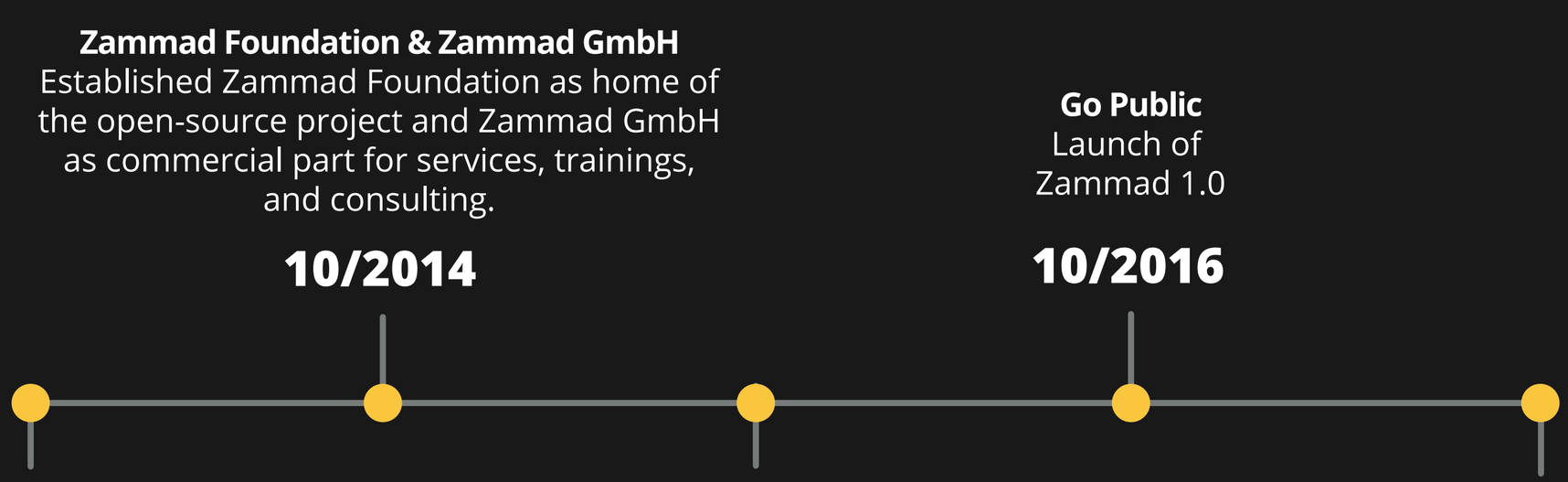
Who's behind it?

Founder Martin Edenhofer

- Gave courses in Linux when he was still an apprentice
- Developed software for Lufthansa
- Started coding the OTRS software back in 2001
- Used it to facilitate communication after the 2005 tsunami
- Could even convince NASA of OTRS
- Is so excited about Open Source that he started Zammad in 2016 - which is bootstrapped to this day
- Has earned several awards, over 2600 GitHub stars, and more than 700k downloads with Zammad
- Will always remain loyal to the Open Source philosophy

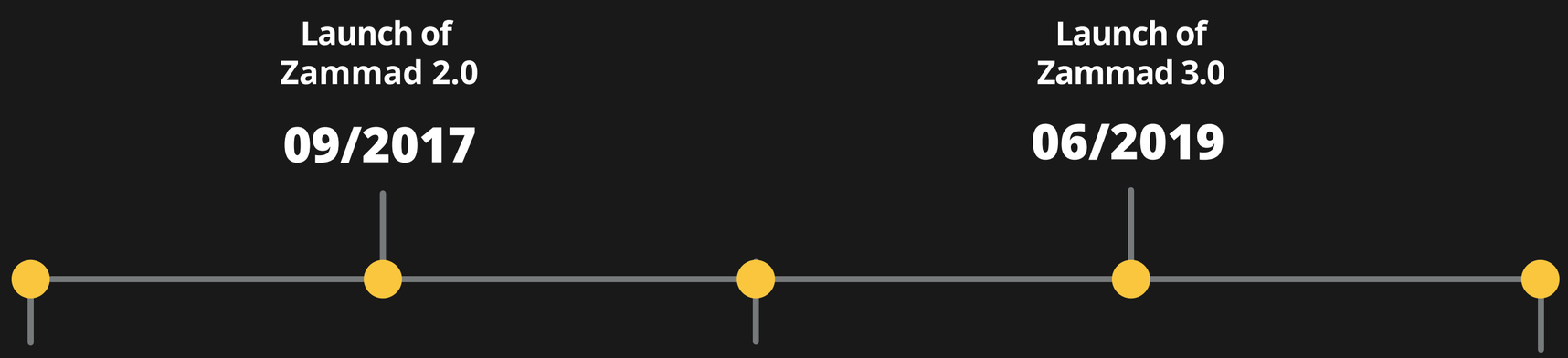
What we're proud of

Zammad's Milestones



What we're proud of

Zammad's Milestones



What we're proud of

Zammad's Milestones

10/2019

1. Place for DINAcon Award
Category 'Best Open Source Project'

11/2019

1200 organizations are using Zammad

09/2020

540k downloads
Received 2000 GitHub stars

03/2021

Launch of Zammad 4.0

06/2021

Over **700k** downloads
over **2600** GitHub stars
90% annual growth

They're talking about us

Zammad in the Media

heise online

LANline
IT ▪ Network ▪ Datacenter

it-novum
Open Business Solutions. Delivered.

t3n
digital pioneers

silicon.de

DATACENTER INSIDER

LINUX MAGAZIN

ADMIN
IT-Praxis & Strategie

golem.de
IT-NEWS FÜR PROFIS

Why it pays off

10 Reasons for Zammad SaaS

1. **All communication channels in one place**
   Email, web form, telephone, chat, social media...
2. **Power tools for power people**
   Full-text search, text modules, triggers, individual fields...
3. **Easy migration of existing data**
   Seamless data import thanks to the migration wizard
4. **Full data security**
   Secure German servers and data encryption
5. **As flexible as our customers**
   The right plan for every company size
6. **Find what you're looking for**
   Full-text search incl. attachments: 40 GB scanned in under 3 sec.
7. **Our customers are proud ambassadors**
   They know Zammad and are happy to share their story
8. **Simply simple**
   Intuitive interface by award-winning designers
9. **Multitasking for everyone**
   Task bar helps to edit multiple objects simultaneously
10. **Born from experience**
    Founder Martin Edenhofer and team have developed a successful helpdesk tool before (OTRS)

Customer Testimonials

Zammad Has a Reputation

Zammad is intuitive, quick, and easy. The switch has definitely paid off: Zammad offers us more possibilities than we originally expected!

AMNESTY INTERNATIONAL

Zammad offers clarity, simplicity, and really strong performance.

DēLonghi
Better Everyday

This is the only Customer Support team I like calling. At Zammad, you always have a knowledgeable employee on the phone who is friendly and competent and acts quickly. This is really personal and makes an enormous difference!

Gansel | Rechtsanwälte

We wanted to allow our colleagues to answer questions themselves. Zammad makes this a lot easier.

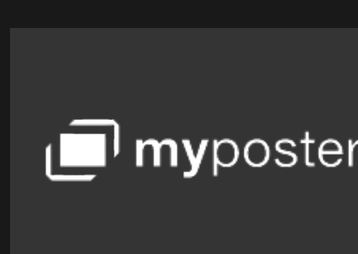
CUBE

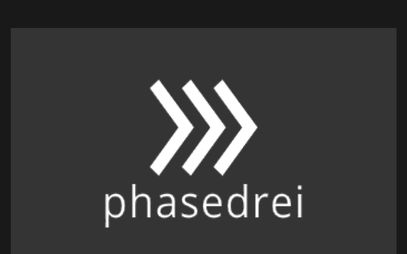
The way it is currently built, it provides us with exactly what we need: We are more efficient, more structured, and perfectly equipped for our growth.

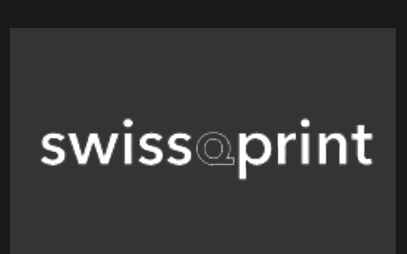
Adina

Customer Stories

These Companies Trust Zammad







Perhaps we'll run into each other?

Zammad at Events

After the forced break due to the pandemic, you can finally meet us live again.
Will you be there?

NÜRNBERG 2021
KOMMUNALE

CCW 2022

Pay us a visit

Zammad on Social Media

@zammadhq

zammad

Zammad GmbH

Zammad

@zammadhq

u/ZammadHQ

zammad.com/blog

Media Assets

Further Info on Zammad

Looking for more information?
You will find plenty of material on our Press Page.

Such as:

- Our logo
- Screenshots of the Zammad software
- A flyer with key information
- All our press releases
- Media articles on Zammad

→ Go to press page

zammad.com/en/company/press