



Cloud vs. On-Premises

Compare the availability of features in
SysAid's Agentic ITSM

AI Agent Builder

AI Agent

Create Azure AD (Entra ID) User

Creates a new user in Azure Active Directory (Entra ID) with comprehensive user information.

Publish

Create Azure AD User

Hey, Chrissy! Welcome to your AI Agent Builder 🤖🔧. Here you can create and manage actions and reports - just tell me what you need and I'll generate it for you on the space to the left.

Let's create an action for creating Azure AD User.



Type here..

AI Chatbot

<input type="checkbox"/>	875961						
<input type="checkbox"/>	2648315						2h13m
<input type="checkbox"/>	1730254				Urgent		-2h 02m
<input type="checkbox"/>	1302052				High	Set Date	📅
<input type="checkbox"/>	1287950				Medium		1d 2h 03m
<input type="checkbox"/>	6794501				Medium		2d 11h 38m
<input type="checkbox"/>	6794501				High		4d 1h 12m
<input type="checkbox"/>	3154550	Incident	I can't log in to my emails		Low		3h 19m
<input checked="" type="checkbox"/>	7926780	Incident	MS Teams running very slow		Urgent		-1h 43m
<input type="checkbox"/>	3154550	Request	Upgrade for all Dallas offices in Marketing				

Category	Features	ITSM On-Prem	ITSM Cloud
Agentic ITSM	Self-Service Portal	✓	✓
Agentic ITSM	AI Chatbot for End Users	✗	✓
Agentic ITSM	AI Chatbot for Agents	✗	✓
Agentic ITSM	AI Agents	✗	✓
Agentic ITSM	AI Agent Builder \$	✗	✓
Agentic ITSM	SysAid Spaces	✗	✓
Service Management	License Manager	✗	Essential ✓ Advanced \$
Service Management	Incident Management	✓	✓
Service Management	Request Management	✓	✓
Service Management	Change Management	✓	✓
Service Management	Problem management	✓	✓
Service Management	Patch Management \$	✓	✓
Service Management	Service Level Management	✓	✓
Service Management	Service Catalog Management	✓	✓

Category	Features	ITSM On-Prem	ITSM Cloud
Service Management	Knowledge Management	✓	✓
Integrations & Connections	API	✓	✓
Integrations & Connections	MS Teams Integration	✗	✓
Integrations & Connections	Zapier Integration	✗	✓
Integrations & Connections	Power BI Integration \$	✗	✓
Integrations & Connections	SysAid REST API	✓	✓
Integrations & Connections	1,000+ integrations powered by Workato	✗	✓
Integrations & Connections	Custom integrations you can create via AI Agent Builder	✗	\$
Reporting & Analytics	Advanced Reporting	✓	✓
Reporting & Analytics	Tasks & Projects	✓	✓
Reporting & Analytics	Dashboards	✓	✓
Reporting & Analytics	BI Analytics	✓	✓

Category	Features	ITSM On-Prem	ITSM Cloud
Security	Security Updates	Manual	Automatic
Security	Denial of Service Shield (AWS)	✗	✓
Security	Vulnerability Scans	✗	✓
Security	Penetration Tests	✗	✓
Security	Automatic Security Patches	✗	✓
Security	Enterprise Grade Security and Best Practices	✗	✓
Assets	Number of Assets	250	250
Assets	CMDB	✓	✓
Workflows	Workflow Designer	✓	✓
Workflows	Automate Joe \$	✓	✓
User Profile	Admins	✓	✓
User Profile	End users	Unlimited	Unlimited
Others	Attachments Storage	✗	✓
Others	Monitoring	✓	✓
Others	Tasks & Projects	✓	✓
Others	Password Self Service	✓	✓

Category	Features	ITSM On-Prem	ITSM Cloud
Others	Service Desk Automation	✓	✓
Others	Create tickets from email (mailboxes)	Unlimited	Unlimited
Others	Multiple Language Support	✓	✓
Others	OOTB remote control (Ultra VNC)	✓	✓
Others	TeamViewer Remote Control \$	✓	✓
Others	Up to 200 Custom Fields	✓	✓
Others	Auto-Archive Tickets / Storage Manager	✗	30 GB
Others	Unattended System Updates	✗	✓
Others	Mobile Solution	\$	✓
Others	Sandbox Environment \$	✗	✓
Others	New Version Releases	2-3 times a year (Requires manual upgrade)	Every 2 weeks (Pushed Automatically)