



Cloud vs. On-Premises





























**Availability of special features
and integrations in SysAid ITSM**





\$ = Extra cost

Feature	Cloud	On-Premises
SysAid for Teams		
Mobile Solution	 (free)	 (extra cost)
Automate Joe \$		
ITIL Package		
BI Analytics \$		
Patch Management \$		
Power BI Extract \$		
Auto-Archiving of Tickets		
Attachments Storage Management		
SysAid REST API		
Chromebook Integration		
TeamViewer Embedded Service \$		

Feature	Cloud	On-Premises
Zapier Integration		
Oomnitza \$		
SSO Connector		
Google Apps SSO		
ADFS SSO		
Okta SSO		
Okta User Repository		
CAS SSO		
Slack integration		
OneLogin SSO		
OneLogin User Repository		
Office365 SSO		
Nagios Integration		
OpenAM SSO		



Feature	Cloud	On-Premises
Shibboleth SSO		
LogMeIn Rescue Remote Control		
Azure User Repository		
Jira \$		
Solarwinds \$		
Sandbox Environment \$		
New Version Releases	Every 2 weeks (Pushed automatically)	2-3 times a year (Requires manual upgrade)
Security	Security updates are automatic as part of each version Denial of service shield (AWS) Proactively perform vulnerability scans and penetration tests periodically and deploys security patches as part of each version	Security updates are manual and performed by the customer Proactively perform penetration tests periodically and deploy security patches as part of each version