Texas Risk and Authorization Management Program Certification

TX-RAMP
CERTIFIED

The information below is provided as a companion to the TX-RAMP Certification.

Cloud Service Name

Sysaid: SysAid ITSM Platform

Cloud Service Provider URL

Sysaid.com

Cloud Service Description (200 words or less)

SysAid ITSM Platform is a cloud-native, multi-tenant SaaS solution that unifies help-desk ticketing, IT asset discovery & management, workflow orchestration, and self-service in a single web and mobile experience. Built on Amazon Web Services and available through AWS Marketplace, the platform scales from small municipal departments to enterprise-grade installations and now supports thousands of organizations worldwide.

Key modules include omnichannel request intake (email, portal, chat), automated ticket routing and escalation, change and problem management, CMDB-driven asset tracking, SLA monitoring, reporting dashboards, and a low-code workflow designer that integrates with Microsoft 365, Google Workspace, Jira, Slack, and hundreds of other tools. Generative-AI capabilities branded **SysAid Copilot** add conversational virtual agents, auto-classification, knowledge-article recommendations, and agentic automation that can resolve routine requests without human intervention.

The service is secured by end-to-end TLS encryption in transit, AES-256 encryption at rest, granular role-based access controls, SAML/SCIM single sign-on, continuous vulnerability scanning, and independent penetration testing. SysAid maintains SOC 2 Type II, ISO 27001/27017/27018, and GDPR compliance attestation, aligning its controls with NIST SP 800-53—the same framework underpinning TX-RAMP—so Texas public entities can adopt the platform with confidence. A 99.9 % uptime SLA and 24×7 world-wide support are included with all SaaS subscriptions.

Certification Status

Level 2

Certificate Granted	Certification Expiration	Certificate ID
07/03/2025	07/02/2028	TX1740090

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