YouTrack

by JetBrains

Comparison

YouTrack is a powerful project management solution by JetBrains that is designed to adapt to your business processes and serve as a universal platform for managing projects. With YouTrack, you can track daily tasks, maintain a knowledge base, work with Agile boards, time tracking and project timelines with interactive Gantt charts, create reports and dashboards, and support external and internal customers with a dedicated set of tools for support teams in YouTrack Helpdesk.

Key Benefits

How YouTrack Compares With Other Project Management Solutions

Accuracy of Comparison

Integration with JetBrains Tools

Sales Contacts

Key benefits

An all-in-one project management solution:

- Project management and task tracking.
- Built-in internal or public Knowledge Base.
- Real-time Agile boards.
- Time tracking and detailed Timesheet reports.
- Interactive Gantt charts for managing the entire project timeline.
- Multiple reports and shareable Dashboards.
- Helpdesk projects to support external customers or maintain a service desk for internal users.
- Customizable workflows to automate business processes.

Task management for all your teams:

- Interface options:
  YouTrack Lite is optimized for non-technical projects, with a streamlined, customizable interface for working with tasks.
  YouTrack Classic provides extensive keyboard support, making it easy to create, edit, and navigate between issues. It also features intuitive, query-based smart search with autocomplete.
- Commands to quickly execute batch operations.
- Autosaved issue drafts.
- Editor with annotations for attached images.
- Interactive embedded Figma previews, Miro boards, and Google Workspace content.

Customization:

- Powerful scripted process automation with a code-free visual editor.
- Customizable task layouts and attributes.
- Customized notifications and built-in notification center.

Integrations with VCS and other tools

Mobile app for Android and iOS

All features are available on free and paid plans without restrictions

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Choice of Cloud or Server

Free, fully functional version for up to 10 users and 3 support agents

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Wizard for importing projects, tasks, and users from popular tools

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Full technical support for free and paid subscriptions

YouTrack is the most recommended tool according to the 2019 Issue Tracking Tools Review.
Check out the official report.

To learn more about YouTrack, please check our website at **jetbrains.com/youtrack**

How YouTrack Compares With Other Project Management Solutions

This table compares JetBrains YouTrack, Atlassian Jira Software, and Trello.

YouTrack and Jira Software are compared in their "out of the box" state, with no add-ons or extensions installed except where otherwise stated. Trello is compared with the free Butler add-on installed.

All of these products are being actively developed and their functionality changes on a regular basis. This comparison is valid for the latest versions of each product as of February 2024.

Functionality	YouTrack	Jira	Trello
Versions	Cloud, Server	Cloud, Data Center	Cloud
Pricing			
Free plan	Free plan for up to 10 users is available for YouTrack Cloud and Server.	Cloud: free plan for up to 10 users. Data Center: no free plan.	Unlimited users
	Unlimited functionality.	Limited permissions granularity, issue dependencies only within one project, automation only for one project, and other limitations.	Limited to 10 boards per workspace, no custom fields, no guest users, restricted automation and administration functionality.
	Cloud comes with 30 GB of storage.	2 GB of storage.	Unlimited storage, maximum 10 MB per file
	Full technical support.	Community support only.	Community support only.
Trial	Cloud: free 14-day trial for up to 100 users.	Cloud: free 7-day trial.	Free 14-day trial for Premium plan.
	Server: free 60-day trial for 10,000 users.	Data Center: free 30-day trial.	

Functionality	YouTrack	Jira	Trello
Pricing			
Paid plans.	For 11+ users.	For 11+ users.	
Cloud	From $4.40 or less per user/month with monthly subscription.	From $8.15 per user/month with a monthly Standard plan.	From $6.00 per user/month with a Standard plan.
	From $3.67 or less per user/month with annual subscription.	From $6.94 per user/month with an annual Standard plan. Billing by user tiers only. No annual per-user billing.	
	Unlimited functionality.	Limited global automation support, disk space, and other limitations.	Limited views and administrative and security features.
	3 GB storage per user.	250 GB of storage per instance.	
		From $13.33 per user/month (annually) with Premium and Enterprise plans.	From $12.50 per user/month with Premium and Enterprise plans.
Paid plans. Server	Minimum price is $600 for 15 users. The price for 500 users is $12,000.	Data Center: minimum price is $42,000 for 500 users.	×
	All licenses are perpetual and include 1 year of upgrade subscription and support. Upgrade and support subscription renewal in subsequent years is 50% of the new license price.	Licenses are not perpetual. The annual term license includes 1 year of maintenance. License renewal in subsequent years is 100% of the new license price.	
Helpdesk	Cloud or Server	Jira Software can be integrated with Jira Service Management, which must be purchased separately.	×
	Free plan. 3 support agents and unlimited reporters for free. Full functionality.	Cloud. Free plan. 3 support agents and unlimited customers for free. Limited functionality.	
	Paid subscription for 4+ agents and unlimited reporters: $5/$4.5 per agent/month with a Cloud monthly/annual subscription, $5 per agent/month with a Server subscription (billed annually).	Paid subscription for 4+ agents Starting from $22 per agent/month.	
		Data center. Starting from $17,200 for 50 agents.	

Functionality	YouTrack	Jira	Trello
Discount			
Open-source	Free	Free (Standard plan)	Free
Classrooms	Free	75%	75%
Educational organizations	50%	50%	50%
Non-profits	50%	75%	75%
Startups	50%	×	×
Migration from other tools	25%	×	×
Built-in tool			
Knowledge Base	✓	×	×
		Jira Software and Trello can be integrated with Confluence, which must be purchased separately.	
Customer Support			
Helpdesk projects	✓ A ticket-based helpdesk solution that supports external and internal clients. With customizable online forms, automated templates, internal collaboration tools, and more to streamline customer support and service desk processes.	× Jira Software can be integrated with Jira Service Management, which must be purchased separately.	×
Agile Board			
Unlimited boards	✓	✓	✓ With Standard, Premium, and Enterprise plans.

Functionality	YouTrack	Jira	Trello
Agile Board			
Live update	✓	×	×
Backlog	✓	✓	×
Sprints	✓	✓	×
Draft issues	✓	×	×
Commands	✓ Commands can be applied to multiple issues simultaneously. There is also a "silent apply" option that lets users update issues without generating notifications.	×	× Only with Premium or Enterprise plans.
Swimlanes	✓	✓	×
Time tracking features on the board	✓	✓	×
Multiple projects on one board	✓	✓	×
Import			
Migration of tasks from other systems	Import wizard to migrate from Jira, GitHub, monday.com, Zendesk (continuous import support), Redmine, Mantis, Bugzilla, GitLab, Confluence, or another YouTrack instance. Custom imports from any external source using custom JavaScript import scripts.	Data can be imported to Jira Cloud using CSV, JSON, or the Bitbucket or Trello importers.	No import tool. Data can be imported using the Trello API or Zapier, or by copying and pasting.

Functionality	YouTrack	Jira	Trello
Working with issues			
Views	Two distinct layouts (Lite and Classic) each with customizable, sortable issue lists.	List view and detail view with customizable, sortable issue lists.	✕ Only board view, no task lists. Dashboard, timeline, table, calendar, map, workspace table, and workspace calendar view options only from the Premium plan onwards.
In-place editing in issue lists	Some fields can be edited directly in the issue list table.	Fields can be edited in an overlay similar to the issue preview.	✕
Saved search	✓	✓	✓ With paid plans.
Filters	✓	✓	✓ Limited to 4 parameters.
Drafts	Multiple issue drafts on the board and in the issue list.	✕	✕
Similar issues	YouTrack suggests a list of similar issues matching the text in your summary and description.	✕	✕
Image editor	✓	✕	✕
Issue reporting via Rest API	✓	✓	✕
Commands	✓	✕	✓ Limited functionality on free and paid plans.
Custom fields	✓ Multiple supported field types.	✓ Multiple supported field types.	✓ Multiple supported field types.

Functionality	YouTrack	Jira	Trello
Time tracking			
Timesheets	✓	×	×
Estimation	✓	✓	×
Spent time	✓	✓	×
Type of work done	✓ Users can specify and customize the types of work (development, QA, etc.)	×	×
Add-ons	✓ Integrated time-tracking functionality. Integrations with several third-party time-tracking apps are also available.	✓	✓
IDE time tracking plugin	Native time-tracking plugin to track time directly from JetBrains IDEs.	×	×
Burndown	✓	✓	×
Cumulative flow	✓	✓	×
Planning and reporting			
Editable Gantt chart	✓	×	×
Reports	There are 20 report types on issue distribution, timeline, time management, and state transition, plus burndown chart reports available on Agile boards.	12 standard report types, including burndown, control chart, cumulative flow, epic burndown, epic report, release burndown, sprint report, velocity chart, and version report. Further reporting options are available through plugins.	×

Functionality	YouTrack	Jira	Trello
Dashboards			
Built-in dashboards	✓	✓	Dashboard view is available from the Premium plan.
Multiple	✓	✓	×
Shareable	✓	✓	Beta version.
Personal	✓	✓	Beta version.
Widgets	✓	✓	×
Automation			
Code-free automation	✓	✓	✓ With the free Butler add-on. The free and standard plans provide a limited number of code executions. Unlimited with the Premium plan.
Script-based automation	✓	×	×
Issue transition schemes	✓	✓	×
Projects			
Type	Scrum, Kanban, Custom, or Demo projects. For each project, the boards are created depending on the project type. For Demo projects, the sample issues, boards, reports, and dashboards are created to be used as a template.	Software projects: Scrum, Kanban, Bug-Tracking. Business projects: Project, Task, or Process. Each type of project is created based on a sample template.	×

Functionality	YouTrack	Jira	Trello
Notifications			
Notification center	✓	✓	✓
Notification based on saved search	✓	×	×
Other			
Plugin for IDE	YouTrack has a native plugin to manage issues right from your IDE: use commands, manage issues offline, track time, and more.	Jira has IDE plugins that are limited in their functionality.	Available with third-party plugins with limited functionality.
Releases	Supports easy creation of release notes.	Has a release tab to monitor the progress of the version.	×
Custom fields			
Fields	All fields, including predefined fields, are customizable. Administrators can add unlimited custom fields.	Most fields are customizable. Administrators can add unlimited custom fields..	A limited number of custom fields is available with paid plans.
Conditional custom fields	✓	✓	×

Functionality	YouTrack	Jira	Trello
Integrations			
	YouTrack has integrations with multiple JetBrains products (including TeamCity and JetBrains IDEs), GitHub, GitLab, Bitbucket, Gogs, and Gitea. Slack and Zendesk integrations are provided out-of-the-box. It also integrates with test management tools such as TestRail, TestLink, PractiTest, and TestLodge. Several plugins for time tracking can also be integrated with YouTrack. YouTrack has mailbox integration, which makes it an efficient helpdesk solution.	Jira has a marketplace of add-ons that provide integration with third-party tools and comes with native integration for Atlassian products (Confluence, Bamboo, etc.).	Plugins are available for integration with other products like Slack, Google, Jira etc.
Permissions management			
	User access in YouTrack is defined on a per-project basis by the roles that are assigned to the user. A role is a set of permissions that allow users to perform particular operations in YouTrack. Permissions are only granted by assigning roles, not directly.	Permissions are managed per project. There are groups and roles, and permissions can be granted to users directly.	Permissions can be granted to users directly.

Comparison Accuracy

We've tried to make this comparison as comprehensive and objective as possible. If you discover any inaccuracies in the table above, please contact us at **sales@jetbrains.com** and we'll update the table as soon as we can.

Integration with JetBrains Tools

YouTrack is a part of the JetBrains Team Tools stack, which also includes TeamCity, a continuous integration and continuous delivery tool. Team Tools are integrated via Hub, a permissions and user management tool that provides single sign-on for all Team Tools products.

To learn more about how JetBrains team tools work together, please check our website at **jetbrains.com/hub**.

Sales Contacts

If you need assistance with managing your licenses, selecting a licensing option, requesting assistance with a JetBrains offer, or any special request or suggestion for JetBrains tools, please do not hesitate to **contact us**.

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