

# Your business-critical Atlassian platform

**If your organisation relies on Atlassian tools such as Jira, Confluence, Bamboo, BitBucket or Crucible for key business processes like application development, project management or collaboration, you need to know that you can depend on them.**

Atlassian Managed Services (AMS) from Adaptavist offers a way to reduce the cost, complexity and risk of your organisation's investment in Atlassian software.

## WHEN ATlassian IS BUSINESS-CRITICAL

Many Enterprises find that when their use of Atlassian applications reaches a certain point, maintaining their Atlassian estate is business-critical. Downtime or poor performance is unacceptable and costly. We find that these businesses need a partner who can take full responsibility for the availability, health and performance of their Atlassian solution.

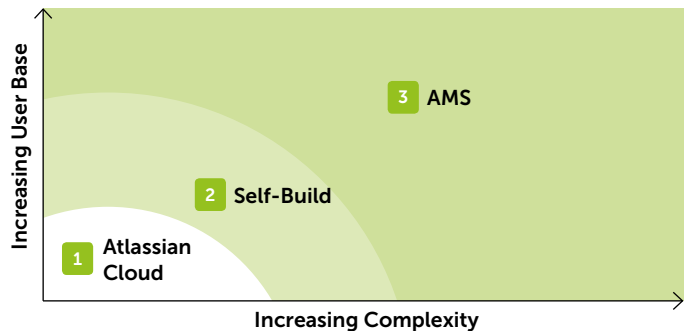
## TRAINING AND PROFESSIONAL SERVICES

AMS offers a complete management solution. From infrastructure, operating system and database to application configuration and management, we take ownership of the platform as well as providing user administration and service desk functions all within a single SLA. AMS can support the full range of Atlassian products and Apps as well as training and professional services. We can also migrate and manage existing Atlassian infrastructure or deploy new infrastructure on your behalf.

## BENEFITS OF AMS

Migrating to a fully-managed Atlassian platform offers four key benefits.

- Reduce total cost of ownership whilst having access to a 24x7x365 service
- Enable your teams to maintain their focus on their core functions
- Reduce your risk for services reliant on Atlassian software
- Increase your agility – adopt new Atlassian functionality more quickly, scale the platform and use any Atlassian Apps that you need



## TIME TO MOVE TO AMS?

- 1 Atlassian Cloud** is appropriate for smaller organisations. Low-cost and accessible but with limited functionality and scalability.
- 2 Self-Build** can be a good option for short-term deployments. However, it can become a drain on resources and a challenge to existing skills.
- 3 Adaptavist AMS** is the best option for large-scale, mission critical Atlassian implementations that have integration into other systems and custom functionality.

## Case Study

**LEADING UK RETAILER:** Our client is a leading multi-channel retailer. They were using Cloud versions of Jira and Confluence but, as their use of the tools became more embedded, they were unable to meet their needs within Atlassian Cloud. They wanted a wider range of Apps, an SLA and standard commercial terms as well as security and compliance guarantees.

Adaptavist worked with the client to understand their current and future requirements and the context in which their 2,000+ users interacted with the tools. We then delivered an ISO/IEC27001-compliant platform comprising of Jira, Confluence, Subversion, FishEye, Crucible and Crowd; merged two Jira instances; consolidated their licences; and implemented a set of Atlassian Apps that enable new capabilities within their application lifecycle.



## ATLASSIAN MANAGED SERVICES OVERVIEW

### AMS includes:

- ✓ Active Monitoring
- ✓ Issue management
- ✓ Backup and restoration management
- ✓ Application administration
- ✓ Service Desk (Help-Desk) support
- ✓ 99.5% uptime available for production
- ✓ Customised security and authentication
- ✓ Support for your plugins and themes

### Service Management includes:

- ✓ Service level, performance and innovation reviews
- ✓ Capacity and configuration management and planning

### Professional Services support available:

- ✓ Development of Atlassian Apps and integrations to meet specific requirements
- ✓ Holistic application lifecycle management via our CALM Framework
- ✓ Data migration from legacy Atlassian instances

### Applications supported:



### Atlassian Apps

- ✓ All Atlassian Apps Supported

### Environments available:

- ✓ Production
- ✓ Staging
- ✓ Development
- ✓ Sandbox
- ✓ Disaster recovery

See how we can help you, talk to our experts today ➤

## ABOUT ADAPTAVIST

Adaptavist, established in 2005, is a London-headquartered IT services company providing premium professional services, support, hosting and licenced products to a wide range of national and international clients including over half of the Fortune 500 companies.

Adaptavist is an Atlassian Platinum Solution Partner for the Enterprise and is widely recognised as the most technically advanced Enterprise Partner in the Atlassian ecosystem.

✉ For more information email: [sales@adaptavist.com](mailto:sales@adaptavist.com)

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