

Eficode - G-Cloud 14 Service Definition

Business Area	Focus	Offerings
Strategy	<ul style="list-style-type: none"> Product & Technology Strategy Portfolio Management Agile & Scaled Agile 	<ul style="list-style-type: none"> Agile Coaching & Consultancy Training <ul style="list-style-type: none"> Agile Foundation Product Owner Scrum Master Agile teams Assessments <ul style="list-style-type: none"> Business Agility Product Development 360 Assessment
DevOps	<ul style="list-style-type: none"> DevOps at Scale Security & Quality Cloud & Infrastructure Continuous Integration & Delivery (CI &CD) Continuous Quality Assurance 	<ul style="list-style-type: none"> Consulting, Coaching, Training & Continuous Improvement Continuous Quality Assurance Discovery assessment Application Modernisation DevOps Tool Set Analysis DevOps Assessment & Roadmap Managed Services <ul style="list-style-type: none"> Root Total Support CI/CD Boost GitLab <ul style="list-style-type: none"> Consultancy Training Support GitHub <ul style="list-style-type: none"> Copilot POC GitHub Advance Security Assessment GitHub Boost Managed Kubernetes Test Automation Licensing - Atlassian, GitLab,



		GitHub etc
Atlassian	<ul style="list-style-type: none"> • Agile • DevOps • Software Dev • Service Management • Work Management 	<ul style="list-style-type: none"> • Consulting • Training • Support • Discovery assessments • Implementations • Migrations • Health Checks • Licensing • Managed Services
Agile, DevOps Software Tooling & Technologies	<ul style="list-style-type: none"> • Strategic Vendors <ul style="list-style-type: none"> ◦ Atlassian ◦ GitLab ◦ GitHub / Microsoft • Strategic Platforms <ul style="list-style-type: none"> ◦ MS Azure ◦ AWS ◦ Google • Niche <ul style="list-style-type: none"> ◦ Kubernetes ◦ Sonatype ◦ JFrog ◦ Jenkins 	<ul style="list-style-type: none"> • Consulting • Training • Support • Discovery assessments • Implementations • Migrations • Health Checks • Licensing • Managed Services <ul style="list-style-type: none"> ◦ Root ◦ Total Support
Software Development	<ul style="list-style-type: none"> • AI-driven development • Application Management • Usability & Accessibility 	<ul style="list-style-type: none"> • Mobile App Development • MVP Development • Software Development Consultancy & Coaching • Application Development • Architecture Planning • Atlassian App Development • Bespoke Integration Development • Test Automation as a Service
Service Management	<ul style="list-style-type: none"> • IT Service Management (ITSM) • Enterprise Service Management (ESM) • Customer Service 	<ul style="list-style-type: none"> • Implementations • Atlassian Data Center to Cloud migrations • ITSM service desk transformation • ITIL based Discovery assessments • Training



		<ul style="list-style-type: none">• Consultancy, Mentoring & Coaching• Licensing• Total Support
Managed Services	<ul style="list-style-type: none">• Dev Tool Stack• Tools Support	<ul style="list-style-type: none">• Root• Total Support



Leading business transformations

eficode



Assessments and development roadmaps

Grasp your current state, and define a prioritized roadmap



Agile consulting and coaching

Adopt Agile to achieve operational efficiency, new innovations and employee engagement



Product and portfolio management

Understand market and customer needs to inform product development



Actionable insights

Understand what needs improving, and set KPIs to track your progress



Competence development

Enable your people with new skills and capabilities

Lead the field with DevOps and Cloud

eficode



DevOps Transformation

Improve software delivery and business performance with processes and culture



Cloud Architecture and Implementation

Accelerate digital transformation with the cloud



Security in DevOps and Cloud

Build security into your development process and pipeline



Continuous Delivery

Minimize the time from idea to software delivery



Continuous Quality Assurance

Build quality into your software with test automation



Make the most out of your tools



Atlassian consulting and support

Take full advantage from Atlassian tools with our support and maintenance



Atlassian Migrations

Migrate your Atlassian tools to Atlassian Cloud, or to Data Center



DevOps Platform solutions

Implement new ways of working and make the best of your GitLab and GitHub solutions



Tooling support

Find the right tools and apply good practices with them in your business



IT Service Management

Run your IT services at full speed and with full control

Focus on your business with Eficode ROOT



Eficode ROOT, tooling as a service

DevOps and ITSM tools from industry-leading tool providers



Cloud and license management

Optimized and managed cloud environments and licensed services



Application Management

Ensure your applications and software IPRs continue delivering value



EVALUATING AND OPTIMISING YOUR COMPLETE ATLASSIAN TOOLSET

Atlassian applications are an ever expanding suite of increasingly complex products used by a wide range of organisations of varying size to achieve an array of objectives.

Whether you need to develop software, launch new products or services, collaborate with teams or provide excellent customer support, these tools are often mission critical to creating value for your organisation.

As great as the technology is, it's only as good as how well it's put to use. Over time, your business organisational structure, application features and scale of use can change dramatically meaning many customers are not exploiting the tools to their full potential.

Atlassian Applications Health Check

Eficode's Atlassian Tool Health Check will provide an analysis of how healthy your Atlassian applications are. Get ahead with security, configuration, scalability, integrations and apps, with a proactive Health Check, uncovering potential challenges with your environment before they lead to problems.

It will deliver a full analysis of the current implementation and setup including:

- Evaluation of current solution design capability to achieve desired business outcomes
- Benchmark against technology & industry best practices
- Assessment of tool configuration, 3rd party integrations & customisation
- Marketplace App analysis
- Backup, disaster recovery & business resilience
- Recently migrated to Atlassian Cloud? Advice and guidance concerning how to leverage new cloud features

Action Plan & Roadmap

As well as the analysis report you'll also take away an action plan & roadmap. This includes step-by-step advice for any urgent remedial actions required, mitigating against unexpected downstream problems that can build up, so that you spend less time firefighting & more time focusing on delivering value to your customers. The plan also provides advice and guidance concerning longer-term strategic use of the tools & changes that may need to be introduced.

Visit [Eficode.com](https://eficode.com) to find out more.



Why partner with Eficode?

As an award-winning Platinum Solution Partner, we have 15+ years of experience in helping companies perform better with their Atlassian tools.

Our collaboration with Zettle is a testament to our dedication:

"Eficode feels very professional and I can trust their advice. They want us to have the best possible solution that fits our needs" - Maaïke Gerritse, Application Manager

Zettle
by PayPal

**Read the full
case study**



What are the Advantages?

- Maximize ROI from your existing Atlassian investment to ensure your tools, people & practices are aligned to creating business value
- Future-proof your Atlassian applications
- Optimise application performance and response times
- Improve resilience and uptime
- Advice on best practice
- Operations & maintenance recommendations

Atlassian Applications Covered

A health check from Eficode covers the wide range of the Atlassian Suite such as; Jira Software, Confluence, Jira Service Management and many more.



Platforms Covered

Whether your Atlassian Applications are on the Atlassian Cloud or deployed on Data Center you can benefit from a health check.

Cloud

Data Center



Platinum
Solution Partner

Call +44 (0) 845 459 9530 or visit [Eficode.com](https://eficode.com) to find out more.

Jira Software Discovery

Meeting your business needs head-on

Jira Software Discovery is the key to solving your pressing business challenges. Whether you're starting with Atlassian tools or looking to optimize your current setup, we've got you covered:

- Want to get more out of your Atlassian tools?
- Want to adopt Agile ways of working?
- Struggling with an efficient flow of work through the software development life-cycle?
- Want to improve the management of your backlog?
- Want to improve the visualization of your backlog or roadmap?
- Want to align your business strategy with your daily work?
- Struggling to co-ordinate work across multiple teams, and manage dependencies between them?

How Jira Software can help

Jira Software offers a wealth of features designed to empower your teams and boost productivity:

- **Transparency:** All stakeholders can inspect planned, in-progress, and delivered work.
- **Scrum and Kanban boards:** Out-of-the-box boards promote workflow efficiency and predictable delivery.
- **Flexible workflows:** Customize workflows to match your business processes.
- **Performance tracking:** Keep a close eye on team performance with real-time reporting.
- **Time tracking:** Monitor productivity with time-tracking capabilities and performance charts.



Why partner with Eficode?

As an award-winning Platinum Solution Partner, we have more than 15 years of experience in helping companies perform better with their Atlassian tools.

Our collaboration with Zettle is a testament to our dedication:

"The Atlassian tools are great for Zettle since we are constantly growing and changing. All the teams can use the same tool but in completely different ways, because we can create customized workflows."

— Maaïke Gerritse.

Zettle
by PayPal

 Jira Software



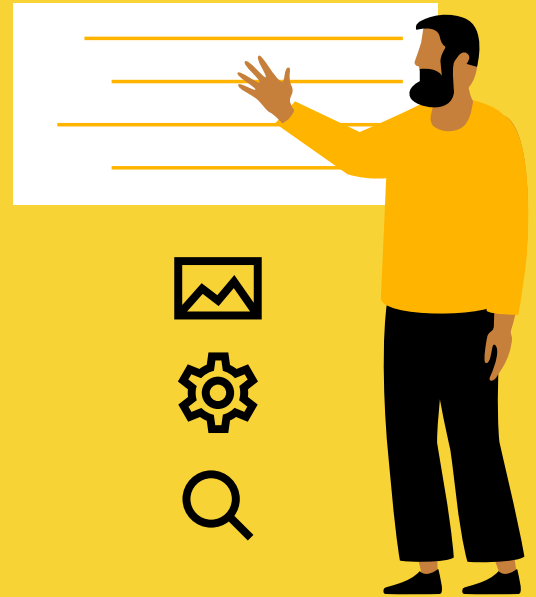
Platinum
Solution Partner

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case study**

How an Eficode Jira Software Discovery can help

Choosing the right software is only the beginning. Our Atlassian-certified Solutions Architect will work with you to unlock the full potential of your Atlassian tools. Here's how we do it:

1. **Discussions with key stakeholders:** We understand your pain points and your business motivations.
2. **Workshops with teams:** We analyze roles, interactions, and processes to drive efficiency.
3. **Evaluation and recommendations:** We provide actionable suggestions based on your unique needs and existing configurations.



Your Discovery culminates in a detailed report, including:

Tailored solutions

Our recommendations are meticulously aligned with your specific business requirements. We understand that one size doesn't fit all, and our solutions are tailored to address your unique challenges.

Best practice frameworks

We provide you with comprehensive guidelines to optimize your development environment. These best practice frameworks are tried and tested, ensuring your processes are efficient and effective.

Implementation roadmap

Your journey towards improvement is made clear with our detailed implementation roadmap. We provide a step-by-step plan for execution so that you know exactly what to expect and how to get there.

Tailored advice

We understand every organization is different. That's why we offer customized advice to address your unique needs. Our insights are shaped to fit your specific circumstances, ensuring practical and relevant guidance.

Our commitment doesn't stop there

Continued guidance

We offer options for an ongoing relationship to support you in implementing our recommendations and continuously delivering increased value to your business. We're here to provide continued support and expertise, ensuring you stay on the path to success.

Ready to unlock your full potential with Jira Software Discovery?

Contact us today to start your journey towards efficiency, cost savings, and achieving your business goals.

Jira Service Management Discovery

Market forces reshaping service management

In today's evolving business landscape (driven by the rise and prevalence of digital technologies and distributed teams), traditional team structures and work methodologies are being redefined. Modern operations, support, and business teams face the challenge of delivering exceptional digital service experiences. But standard service management practices are often encumbered by rigid systems and processes that hinder cross-team collaboration.



How Jira Service Management can help

Deliver value fast: Jira Service Management empowers your organization to rapidly deliver value by streamlining and optimizing service operations.

Accelerate development & operations: Jira Service Management facilitates the seamless integration of development and operations teams, escalating innovation and collaboration.

Empower all service teams: Jira Service Management empowers all service teams, enabling them to work cohesively (regardless of their functional domain).

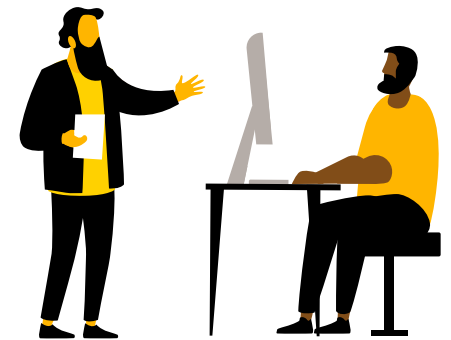
How an Eficode Service Management Discovery can help

Ensure your tools, people, and processes are optimally aligned for success. Our 2-day ITIL-based discovery assessment engagement will thoroughly analyze and identify the current ITSM practice maturity and capability, aligning them with future Jira Service Management methodologies. We'll then deliver our findings to you in a detailed discovery report.

 Jira Service Management

▲ ATlassian

ITSM
Specialized



Why partner with Eficode?

As an award-winning Platinum Solution Partner, we have 15+ years of experience in helping companies perform better with their Atlassian tools.

We have achieved Atlassian's ITSM Specialization and are recognized for our specialized delivery practice, with our experts also being ITIL-certified.

Our collaboration with The Very Group is a testament to our dedication:

"After Eficode implemented Jira Service Management (JSM), The Very Group received great feedback from their colleagues, with an average satisfaction score of 4.9/5 — a far better result than their previous solution. "



THE
VERY
GROUP

**Read the full
case study**

What's in the discovery report?

ITIL practices we'll cover:

Change
Management

Problem
Management

Incident
Management

Request
Management

Knowledge
Management

Event
Management

Asset Management /
CMDB

Current analysis

Our thorough assessment will uncover your organization's current strengths and weaknesses, while also pinpointing operational risks that require immediate attention. This will guide you in optimizing your service management for efficiency and resilience in a dynamic business environment.

Desired solution (with the latest JSM features)

We'll outline how Jira Service Management can solve your organization's current weaknesses and operational risks, including the latest features such as:

- **OpsGenie:** Enhance incident management with real-time alerts and on-call scheduling.
- **Assets:** Effectively manage and track your assets, improving asset-related processes.
- **Forms:** Create customized forms for streamlined request management.
- **Assist & Virtual Agent:** Leverage AI-powered virtual agents to provide quick and efficient customer support.
- **Atlassian Intelligence:** Harness the power of AI-driven insights for informed decision-making.



Existing service desk use case analysis

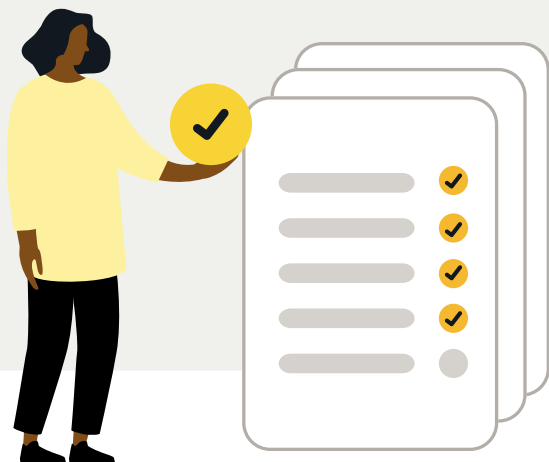
Our experts will conduct a thorough analysis of your existing service desk use cases, identifying areas where Jira Service Management can bring about transformative improvements.

Implementation approach recommendations

Based on the discovery assessment, we will provide tailored recommendations for implementing Jira Service Management within your organization. These recommendations will ensure a smooth and effective transition to modern service management practices.

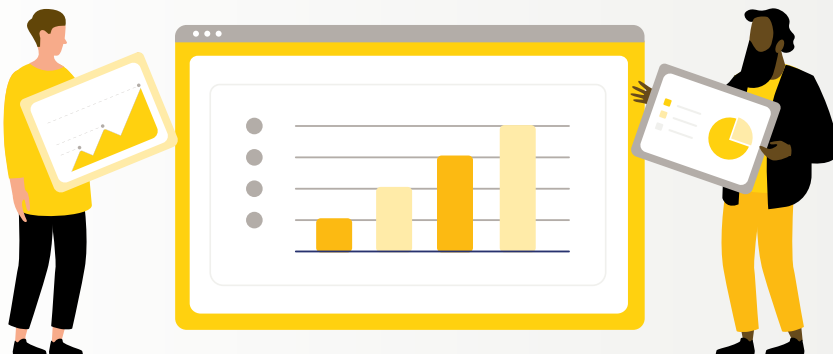
Actions for implementation

We will outline actionable steps for the implementation of Jira Service Management and the Eficode Service Management Discovery findings, ensuring your organization realizes the full potential of our solution.



Migration Risk Assessment

Confidently prepare for the migration of your Atlassian tools and receive a comprehensive Risk Assessment report with recommendations and solutions.



Why is a Risk Assessment needed?

Atlassian's Cloud products such as Jira, whilst sharing a lot of commonality, are in many ways, very different to their on premise (Server and Data Center) counterparts. Key differences include:

- Product, Roadmap and Feature differences
- Based on different codebases
- Apps & Integrations
- Email & Mail servers
- General Site Admin

Migrations are never an easy process, and no migration is ever the same; they all carry risks. Our approach is proven to mitigate those risks. The thought of moving your business operations is hard enough, but the way you migrate it can make or break the process. Eficode provides a proven migration methodology that is tried and tested, ensuring you have the assurance that your migration will go as smoothly as possible.

Risk Assessment - What's included?

A Risk Assessment (RA) is a three-day piece of work consisting of two days allocated to workshops, and one day for report authoring:

- Capture the overall requirements and business drivers, creating a picture of the current versus the desired tools landscape
- Capture and/or whiteboard any processes which may have dependencies with, or be affected by, the migration
- Inspect the content and configuration of all Atlassian tools within the scope for the migration



What's in the Report?

- Risk factors with mitigations and recommendations
- Migration runbook
- Plan with estimated timings, including communications guidance and other ways to minimise business impact
- Guidelines for a test migration (dry-run) to minimise the risk of unexpected problems during the live migration



Key Benefits

- Fully understand and document risks with mapped solutions
- Increase chances of a successful migration
- Reduce business disruption
- Quicker ROI - get value out of your Atlassian cloud investment quicker

**Book your
Risk Assessment**

Training Portfolio

Eficode deliver a wide range of training courses and consulting services available as Remote and On-Site deliveries. Each course includes hands-on exercises to put the learning into practice.

Atlassian Related Courses – Cloud (SaaS)

Course Name	Author	Duration	Platform
Agile with Jira Essentials (Cloud)	Eficode	1 day	Cloud
Jira Project Admin (Cloud)	Eficode	1 day	Cloud
Jira Admin (Cloud)	Eficode	1 day	Cloud
Plans for Jira (Cloud) - was Advanced Roadmaps	Eficode	1 day	Cloud
Jira Work Management Essentials	Eficode	1 day	Cloud
Jira Service Management Essentials for Agents (Cloud)	Eficode	Half day	Cloud
Service Request Management with Jira Service Management Standard (Project Admin) – (Cloud)	Eficode	1 day	Cloud
Assets and Configuration Management with Jira Service Management Premium (Assets) - (Cloud)	Eficode	1 day	Cloud



Incident and Problem Management with JSM Premium (Opsgenie) - (Cloud)	Eficode	1 day	Cloud
eazyBI Essentials (Cloud)	Eficode	Half day	Cloud
eazyBI Advanced (Cloud)	Eficode	Half day	Cloud
Confluence Essentials (Cloud)	Eficode	1 day	Cloud
Confluence Admin (Cloud)	Eficode	Half day	Cloud
XRAY for Jira Essentials (Cloud)	Eficode	1 day	Cloud

Visit

www.eficode.com to find out more.

Atlassian Related Courses – Data Center

Course Name	Author	Duration	Platform
Agile with Jira Essentials (DC)	Eficode	1 day	Data Center
Jira Project Admin (DC)	Eficode	1 day	Data Center
Jira Admin (DC)	Eficode	1 day	Data Center
Plans for Jira (DC) - (was Advanced Roadmaps)	Eficode	1 day	Data Center
eazyBI Essentials (DC)	Eficode	Half day	Data Center
eazyBI Advanced (DC)	Eficode	Half day	Data Center



Confluence Essentials (DC)	Eficode	1 day	Data Center
Confluence Admin (DC)	Eficode	Half day	Data Center

Git Related Courses

Course Name	Author	Duration	Platform
Git Essentials	Eficode	1 day	Laptop
Git Advanced	Eficode	1 day	Laptop
Git with Bitbucket Essentials (DC)	Eficode	1 day	Laptop

GitLab Courses

Course Name	Author	Duration	Platform
GitLab with Git Essentials/Fundamentals (optional Exam Certification)	GitLab	1 day	GitLab.com
GitLab CI/CD (optional Exam Certification)	GitLab	1 day	GitLab.com
GitLab Security Essentials (optional Exam Certification)	GitLab	1 day	GitLab.com
GitLab Agile Portfolio Management (optional Exam Certification)	GitLab	1 day	GitLab.com
GitLab System Administration (optional Exam Certification)	GitLab	2 days	On-Prem

Visit www.eficode.com to find out more

