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G-Cloud 15 Services

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Lot 2b: Software as a Service (SaaS)

Atlassian Licensing

As an Atlassian Platinum Solution Partner, we resell Atlassian Cloud products in Scotland and the UK. We can remove your procurement overhead by purchasing and renewing your software products for you.

We can provide additional flexibility by:

- accepting payments in GBP
- offering net 30-day payment terms for software subscriptions
- providing multiple payment options for monthly subscriptions
- providing options to co-term your subscription renewal dates
- adding a PO number to your invoice



We can also arrange for renewal reminders to be sent automatically to your team.

PLAN, TRACK, AND SUPPORT



Jira
Project & issue tracking



Jira Service Management
Collaborative IT service management



Jira Product Discovery
Ideation and roadmapping



Statuspage
Incident communication



Jira Align
Enterprise agile planning

SECURITY AND IDENTITY



Guard (formerly Access)
Cloud security & control

COLLABORATE



Confluence
Document collaboration



Rovo
AI-powered search, chat, and automation



Loom
Asynchronous video messaging



Trello
Visual project collaboration

CODE, BUILD, AND SHIP



Compass
Software health and engineering standards



Bitbucket
Git code management

Atlassian Cloud products are available as monthly or annual subscriptions.

	CLOUD ANNUAL	CLOUD MONTHLY
Licensing model	1 or 2-year subscription	Monthly subscription



Payment method	Bank transfer	Bank transfer <i>or</i> Direct debit
Pricing structure	User tiers	Per user
Cost savings	2 months free per year	Pay only for what you use each month
Eligible products*	Strategy Collection Teamwork Collection Service Collection Jira Cloud Jira Product Discovery Jira Service Management Confluence Guard (formerly Atlassian Access) Bitbucket Compass Trello Loom (Business, Business + AI, Enterprise) Rovo Statuspage Jira Align Marketplace Apps (sold via Atlassian)	Strategy Collection Teamwork Collection Service Collection Jira Cloud Jira Product Discovery Jira Service Management Confluence Loom (Business, Business + AI) Rovo Guard (formerly Atlassian Access) Marketplace Apps (sold via Atlassian)
Plans available*	Jira Cloud: Standard, Premium, Enterprise Jira Product Discovery: Standard, Premium Jira Service Management: Standard, Premium, Enterprise Confluence: Standard, Premium, Enterprise Guard (formerly Atlassian Access): Standard, Premium Bitbucket: Premium Compass: Standard, Premium Trello: Premium, Enterprise Loom: Business, Business + AI, Enterprise Rovo: Standard, Dev, Enterprise Jira Align: Standard, Enterprise, Add-ons Premium and Enterprise plans give teams the confidence to scale reliably with advanced features, 99.9% and 99.95% uptime SLAs (respectively), unlimited storage, and 24/7 support.	
Limitations	Minimum order sizes (based on list prices in USD) apply for the following products. Trello: USD 5,000 Statuspage: USD 3,500	



	Bitbucket subscriptions are only available for re-sale for the Premium plan.
Discounts	The following discounts are available for eligible Academic customers for Atlassian core products and Marketplace apps: 50% off list price • Strategy Collection Enterprise • Teamwork Collection Premium/Enterprise • Service Collection • Jira Cloud (Standard/Premium/Enterprise) • Jira Product Discovery (Standard/Premium) • Jira Service Management (Standard/Premium/Enterprise) • Statuspage (now includes annual plans) • Atlassian-built Marketplace Apps (non-Confluence) • Compass (Standard/Premium) • Trello (Standard/Premium/Enterprise) • Loom (Business/Business + AI/Enterprise) • Rovo • Marketplace Apps (sold via Atlassian) 75% off list price • Confluence Cloud (Standard/Premium/Enterprise) • Confluence Marketplace Apps (sold via Atlassian) 100% off list price • Atlassian Guard (Standard/Premium) • Bitbucket Cloud

* The list of eligible products and plans are subject to change and should be verified with New Verve prior to any order.

Lot 3: Cloud Support

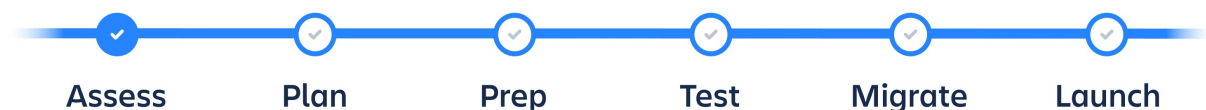
Atlassian Cloud Migration

Future proof your business by migrating to Atlassian Cloud. We provide expert support for every step of your cloud migration journey, from initial assessment to building a strategy, to finally migrating your teams and setting you up for lasting success.

If your Atlassian stack is not already operated in the Cloud, we can help design your migration strategy and then help migrate it for you.

Migrating your Atlassian instance to the cloud is a large undertaking for any organisation. With end-user productivity driving innovation on the line, planning and execution of the migration must be flawless. As an Atlassian-certified Solution Partner, you can rely on us for high-quality consulting and expertise in finding the right solutions to support your cloud implementation of Atlassian. Depending on your team's ability, migration complexity, and timeline, we are trained to help customers successfully move to cloud with minimal disruption and downtime to the business.

We take a structured approach to ensure that your migration needs are fully scoped and positioned to meet expectations at each step in your journey to the cloud.



Complexity depends on many factors, including:

- Current hosting setup (e.g., on premise, private Cloud, single or multiple node)
- Number of instances to be migrated and/or merged
- Choice of Atlassian applications and Marketplace apps
- Bespoke customization (e.g., plugins, scripts, workflow extensions)
- Integrations with third-party tools
- User directory configuration

We are also experienced in migrating content from other 3rd party tools to Atlassian through use of off-the-shelf Marketplace apps and native application APIs (REST/Java).





Atlassian Professional Services

Our professional services offering can be used to design, build, deploy, and support an Atlassian Cloud solution that fits your specific needs. We can also provide bespoke product and solution training.

Working as your delivery partner, our team of highly experienced and certified staff enable you to move towards more collaborative and agile ways of working allowing you to focus on value. Our solutions always apply industry best practices.

Over the past few years, we have built extensive knowledge in four key areas, as described below.

IT SERVICE MANAGEMENT

Our ITSM solutions enable your teams to focus on the customer through simple and easy-to-use ITIL-certified software that promotes collaboration and enables agility.

Our solutions empower team culture and enable self-service.

Our product expertise spans:

- Jira Service Management
- Confluence
- Statuspage
- Marketplace Apps, including:
 - Scriptrunner
 - Refined
 - Zephyr
 - Extension for Jira Service Management

AUTOMATION

Depending on your specific needs, we can enable your teams to quickly save time and increase productivity in Jira and Confluence.

We can provide:

- AI solutions (Atlassian Intelligence)
- no-code solutions (Automation for Jira)
- scripted solutions (Scriptrunner)
- bespoke apps for Atlassian Cloud

AGILE AND AGILE AT SCALE

Our solutions enable your teams to build cross-team roadmaps and to effectively manage resources, risks, and dependencies.

Our solutions also provide the ability to control costs and revenues for your portfolios.

Our product expertise spans:

- Jira with native roadmaps
- Confluence
- Atlassian Intelligence and automation
- Marketplace Apps, including:
 - The Tempo product suite
 - Structure
 - BigPicture
 - eazyBI Reports and Charts
 - Jira Misc Workflow Extensions (JMWE)

BUSINESS INTELLIGENCE REPORTING

We specialize in building reporting systems using eazyBI for Jira to provide your teams with meaningful insights.

We create bespoke data pipelines that combine metrics and aggregate data from multiple sources including the Atlassian products, SQL databases, and REST endpoints.



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Atlassian Managed Support

We provide flexible support plans with no limitations on what you can ask. It is up to you how you use your support hours.

Our default plans are priced annually and include an annual cap of 60 support hours. If you wish to increase your annual cap, additional 'bolt-on' hours can be purchased.

If you need additional help to set up, configure, and administer your Atlassian applications, you have the option to purchase additional support hours or engage our Atlassian Professional Services.

Features include:

- Local support from security-cleared staff (remote and on-site)
- Coverage for Atlassian products and Marketplace apps
- Coverage for all your users, not just administrators or named contacts
- Solid Service Level Agreements
- Access to a 24-hour user-friendly service desk
- Telephone and remote support
- Insights and pro-active recommendations that align to your specific needs
- Annual health check of your Atlassian estate
- An innovative, dynamic, and proactive support

Our Service Level Agreement definitions can be found [here](#).



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Atlassian Cloud Service Management Solutions

Our packaged service management solutions build on the Atlassian Cloud backbone, leveraging best-in-class ITSM foundations, with a modular design providing extensible components that best fit your organisational needs. Create a standardised, scalable lynchpin supporting your service processes from the ground up, with industry-leading integration and automation capabilities. Enhance your user journeys with agentic AI, intuitive workflows, and seamless branding & styling.

Features include:

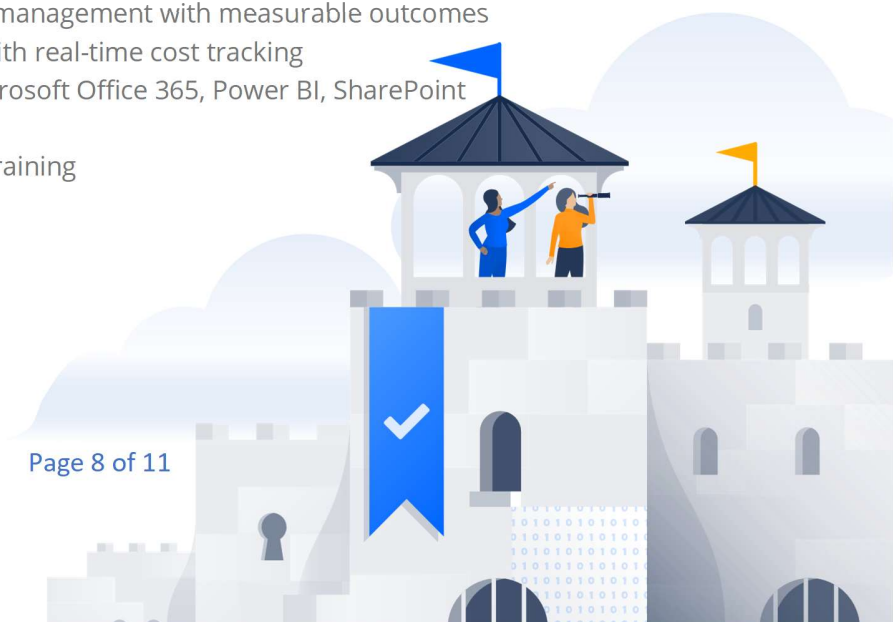
- Atlassian Service Management Collection
- Turnkey ITSM, ITAM, HRSM, OTSM, ESM, CMDB solutions
- Standardised resource and asset life cycle management
- Out-of-the-box SAP, Lansweeper, Power BI, Docusign, Workday integrations
- Bespoke reporting on availability, reliability, cost, efficiency, compliance, sustainability
- Proactive agentic AI and robotic process automation
- Fully featured API and MCP support
- Comprehensive onboarding and training

Atlassian Cloud Lean Portfolio Management

Our packaged lean portfolio management solutions build on class-leading agile PPM capabilities of Atlassian Cloud, enhanced with advanced roadmapping, capacity management, intelligent scheduling, and project financials. Maintain the intuitive Jira experience whilst seamlessly integrating strategic portfolio management features to align with business OKRs and ROI. Leverage enterprise-ready turnkey process definitions and end-to-end reporting, adapting to your specific needs at every scale.

Features include:

- Atlassian Teamwork Collection and System of Work
- Contract, billing, demand and project management
- Automated or manual task scheduling, dependency tracking, and workload contouring
- Role, skill, capacity, workload, and absence management
- Release, milestone, goal, and risk management with measurable outcomes
- Budget baselining & forecasting with real-time cost tracking
- Out-of-the-box connectors for Microsoft Office 365, Power BI, SharePoint
- Agentic AI teammates
- Comprehensive onboarding and training





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About New Verve Consulting

New Verve Consulting is a private limited company (SC 408161). Part of the knowmad mood group, we are headquartered in Glasgow, Scotland, with a virtual branch office in Dublin (909613).

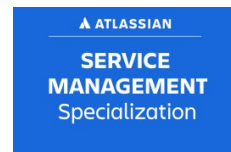
We operate as delivery partners, working very closely with our clients to solve their problems and overcome their challenges by creating bespoke Atlassian-based solutions. We believe in strong and trusting relationships and continually strive to add value to all our partnerships.

We help steer our customers to success by:

- reviewing and capturing current challenges.
- planning their journey and helping them navigate these challenges.
- aligning their teams to be more productive and flexible.
- sharing insights and knowledge from our experienced team.



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We are currently ranked as one of the top Platinum Atlassian Solution Partners in the UK. This recognizes our commitment to the Atlassian ecosystem, having heavily invested in providing product knowledge, product configuration, and robust implementation services. We are also an Atlassian Cloud Migration, Service Management, and Software Development Specialised Partner, recognising our expertise in successfully implementing a wide range of Atlassian Cloud services for our customers.

All our consulting staff participate in ongoing enablement and globally recognised certification programs. We also have numerous BPSS and SC-cleared staff.

Our four key values collectively guide all our decisions and actions:

- Collaborate as one diverse team: we are a single collective of diverse and autonomous individuals, working towards a common goal. Every individual is a valued, trusted, and respected member.
- Earn trust with transparency: Strong and lasting relationships are built upon trust and mutual respect. These relationships are what New Verve relies upon to run smoothly and collaboratively.
- Keep an open mind: To ensure that we survive and thrive as a relevant, competitive business, we all need to be adaptable. We actively promote and practice agile practices when delivering projects, and people should feel empowered to make their own decisions, make mistakes, and learn throughout the process.



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- Innovate to fuel the future: Our future is fuelled by the creativity of our diverse people. Ultimately, new ideas fuel better services, products, and processes. As a business, we strive to foster an environment where innovation comes naturally.

Our Parent Group

On 07 Nov 2022, New Verve Consulting was acquired by [knowmad mood](#), previously trading as atSistemas. This is a significant and exciting milestone in our journey as a business. It's a true testament to the outstanding team we have put together, the growing business that we have created, and the highly skilled solutions and services that we provide to our customers.

knowmad mood is an innovative, successful, and trusted company that has a long history and a strong future. Headquartered in Spain, knowmad mood operates globally and offers innovative and trusted solutions to over 500 customers. With over 2,400 employees, in the 2022 financial year, revenues were close to 130 million euros. knowmad mood works with a wide range of technology partners, including Atlassian, with whom it operates as an enterprise Platinum Solution Partner.

We have extremely strong foundations as a business and through this acquisition, our foundations become even stronger. Being part of the knowmad mood group enables us to move quicker and with more impact. We also secure longer-term stability by having access to funding and economies of scale. New Verve Consulting will also gain access to new market opportunities and access to fresh ideas from an experienced management team.

Diversity, equality, and inclusion

As a small company, New Verve must hold itself accountable for its own diversity and this is reflected in one of our core company's values: collaborate as one diverse team. Not only is it a moral obligation to ensure a diverse and open environment, but it also benefits us as a team.

In December 2022, a formal DE&I strategy was published, focusing on how we recruit more diverse individuals, emphasise the importance of diversity to our team, and provide relevant enablement. We recently appointed a DE&I champion to promote an inclusive and fair work environment.

Currently, within our permanent team, 40% of our employees identify as female. As part of the tech industry, we know more still needs to be done in creating a gender balance and we hope our contributions as a small company can help to proactively address the issue.

Diversity in nationality is also something we aim to have within the company and at present, our team includes members from England, Ireland, Scotland, Poland, Spain, and Hong Kong. We also have religious diversity in the workplace, although this has not been formally captured.

Social responsibility

We place a strong emphasis on having a positive impact on society - economic, social, and environmental. Corporate Social Responsibility (CSF) is a key element of New Verve Consulting's business philosophy.



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We published a new Community Giving strategy in May 2022, resulting in the delivery of a payroll giving scheme and a new volunteering programme enabling staff to commit 1 day per year to volunteering. This was increased to 2 days from May 2023. This programme is facilitated via OnHand, an online platform that enables individuals to choose how they'd like to contribute to their own local communities in the UK.

We also have a long-standing partnership with the internship hub at the University of Glasgow.

Environmental sustainability

In April 2023, we formally made environmental sustainability a key part of our agenda by publishing a new Environmental Strategy. This will result in several key actions including the publication of a new environmental policy and setting clear objectives for emissions reductions in our business.