

Spectrum Groupe Service Definition

1. Service Overview

Spectrum Groupe is a Platinum Atlassian Solution Partner in the UK, providing licences, configuration, support, and Marketplace app integration for Atlassian Cloud products including Jira, Confluence, and Bitbucket.

2. Service Features

- Atlassian Cloud licences – Access Jira, Confluence, other products.
- Marketplace apps – Extend functionality with trusted integrations.
- Implementation support – Configure Atlassian products efficiently.
- User management – Manage accounts, permissions, and groups.
- System administration – Maintain cloud environments securely.
- Technical support – Expert troubleshooting and guidance.
- Service management – Streamlined issue tracking and workflows.
- License management – Track and optimise subscription usage.
- Remote access – Secure access from any device or location.
- Reporting & dashboards – Real-time visibility into project metrics.

3. Service Benefits

- Publish content from multiple devices quickly.
- Manage workflows efficiently across teams.
- Track progress and performance in real time.
- Access support rapidly via online and remote channels.
- Configure apps for organisational needs.
- Streamline user onboarding and administration.
- Improve collaboration across projects and teams.
- Ensure secure data access and management.
- Maintain compliance with internal policies.
- Optimise Atlassian licences and integrations.

4. Getting Started

Users receive **documentation, online guides, and optional onsite training**. Spectrum Groupe supports initial setup and configuration for immediate organisational use.

5. Support and Service Levels

- Support is available **remotely or onsite at the same cost**.
- Typical response time: **1–2 hours**, slightly longer at weekends.
- Includes escalation procedures and technical account guidance.

6. Security and Compliance

- Internal policies aligned with **ISO/IEC 27001**.
- Access controlled via **role-based permissions and MFA**.
- Vulnerability management, monitoring, and patching are in place.
- Penetration testing conducted annually.
- Audit logs available for buyers and supplier actions.

7. Operational Practices

- Change and configuration management processes ensure safe deployments.
- Protective monitoring and incident management processes in place.
- Buyers supported for audit log access and reports.

8. End-of-Contract Procedures

- Buyers can **export their data** from Jira, Confluence, and other products.
- Spectrum Groupe supports **data sanitisation and offboarding guidance**.

9. Free / Trial Version

- Free trials of Atlassian Cloud products are available.
- Includes core Jira, Confluence, selected Marketplace apps.
- Excludes premium apps, advanced support, and extra storage.
- Trials are **time-limited (typically 7–30 days)**.
- Spectrum Groupe provides setup guidance and basic support.
- Link to free trial: <https://www.atlassian.com/software/jira/free>

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Information Management Experts

10. Accessibility and Documentation Standards

- Documentation complies with **WCAG 2.2 AA standards**.
 - Provided in **Word format** and can be exported to PDF/A.
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