



Quality | Integrity | Trust

Atlassian General
Services Portfolio

Technical support for Atlassian Data Center products

- ✓ Resolving Performance Issues
- ✓ Break-Fix support for Atlassian products
- ✓ Administrator Support
- ✓ Major incident support (support during down-time, severity 1 incidents priority support)
- ✓ Post incident investigation (RCA)



Data Center
Atlassian
Applications
Implementation

based on AWS Private
Cloud infrastructure
for enterprise clients



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Functional support for Jira and Confluence

◆ Data Center ◆ Atlassian cloud

Application Administration Support



Atlassian application administration
on your behalf, including:

- ✓ Dashboard configuration
- ✓ User management
- ✓ Scheme changes
- ✓ Mail configuration
- ✓ Workflow creation and changes
- ✓ Custom field creation and more...

Maintenance for Atlassian verified
marketplace add-ons, including:

- ✓ Add-on installation
- ✓ Add-on configuration on a best endeavors basis
- ✓ Add-on upgrades
- ✓ Add-on scoping

Mapping Jira/Confluence to existing
business processes

Align Jira/Confluence configuration
and workflows to existing business
processes.

Vendor escalation with issue
management

Communicating with the application
or add-on vendors to reach a
resolution of your issue.

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Training

◆ Online ◆ Onsite ◆ Webinars

- ✓ Jira Basics
- ✓ Jira Fundamentals
- ✓ Jira SuperUser
- ✓ Jira Administration
- ✓ Advanced Roadmaps for Jira
- ✓ Jira/Confluence Integration
- ✓ Jira Service Management for Agents
- ✓ Confluence for Users

- ✓ Confluence for Space Admins
 - ✓ Confluence Administration
- and more...**

Custom-built training courses for your teams to get the most of your Atlassian tools



Licensing

◆ Cloud ◆ Data Center

Value licensing for all tools

We ensure that you get the best value for you money and take the hassle out of purchasing your licenses

Co-terming of licences

We can align renewal dates for all your Atlassian applications and add-ons

Invoicing and renewals

You will never need to worry about renewal or invoices as VMotion will take the lead

Licensing terms

With the extended licence terms you can choose from a 12, 24 or 36 months contract

Implementation

Installation and configuration of the Atlassian tools to suit your business needs

- ✓ Best practice approach
- ✓ Expert advice on add-ons to enhance your Jira/Confluence software
- ✓ Getting Automation right, first time
- ✓ Sandbox environment for configuration changes

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Consulting

From initial consideration to implementation of Atlassian tools to proof of concept, data migration, roll-out and ongoing advice & support, we will be there to provide expert advice and exemplary service



- ✓ Tactical and strategic plans for moving to Atlassian stack
- ✓ Integration of Atlassian tools with your pre-existing applications/ systems
- ✓ Improving existing processes, workflows & configurations
- ✓ Demo's, proof of concepts and pitches for stakeholders
- ✓ Data migration from a wide range of applications
- ✓ Advising on the best practices in the industry

Application Health-checks

Make sure that your Atlassian products are delivering to their full capacity

- ★ Health Check review
- ★ Cache System Review
- ★ Add-ons review
- ★ System Configuration Review
- ★ Database performance review
- ★ Recommendations and implementation of improvement



Custom add-ons development for Atlassian product suite

Atlassian marketplace doesn't provide you with the add-on to suit your needs? Avail of custom software development to integrate existing tools with Atlassian stack.

Data Migration

Migration of your data from a wide variety of systems to Jira or Confluence. Our experience makes the process easy and cost-effective.



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Contact Us

Get in touch today and get
a free consultation



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