

eficode

Eficode Advisory and Support for Atlassian

Eficode UK

Role



Leading our customers into the future



287M

Euros
Revenue

650+

Professionals

19

Years of
Existence

50+

Tools
on Devops
Platform

1600+

Customers

10

Countries

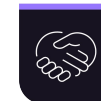
- Eficode is the leading DevOps company in Europe.
- Experts in Cloud, DevOps, Agile, Service Management and Software Development.
- We help customers transform into software-driven organizations.
- Our expertise and passion is to make software development efficient, predictable, and profitable.



Platinum
Solution Partner

Microsoft Partner
Azure Expert MSP
 Microsoft

GitHub Verified Partner



 GitLab
**Select
Partner**

 **aws** partner
network
Advanced
Consulting
Partner


Google Cloud
Partner

Eficode Advisory and Support for Atlassian



In Cloud, Atlassian is evolving faster than ever

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AI-driven features available only in Cloud

Atlassian ROVO and Compass released 2024
Autodev and Autoreview Announced

Over 1000 new features every year*

delivered for DevOps, ITSM, and other teams working with Atlassian System of Work

Changes deployed every 5-6 minutes*

Atlassian makes up to 2 000 deliveries to the cloud every week



*Mike Cannon-Brookes, Team 24 Founders' Keynote

Key challenges to grow business using Atlassian Cloud



Atlassian ecosystem is complex and it is evolving quickly

With almost **20 Atlassian products and 8 000+ apps and integrations** available, managing Atlassian ecosystem and the workflows that go beyond Atlassian is challenging. With vendors supporting only their products, you are left to orchestrate it all.



Identifying correct features requires industry insight

With up to **80% of software features being rarely or never used***, you might miss on capabilities that could transform your business processes. And more features and products are coming all the time.



On average, only half of seats are in active use

The best implementation for your DevOps and ITSM needs is challenging enough. But Atlassian System of Work doesn't stop there; all teams can use Atlassian Cloud and need best practices on using it for their business processes

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Example benefits of evolving with Atlassian

750 hours saved per week

across 1 000 Atlassian Intelligence users**

4x return on investment

of Atlassian Cloud from savings and improvements, with payback time of 12 months***

*Pendo: The 2019 Feature Adoption Report | ** <https://www.atlassian.com/platform/artificial-intelligence>

*** Forrester Spotlight: The Total Economic Impact of Cloud Migrations

Eficode Advisory and Support for Atlassian

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Get everything out of your Atlassian



Complete Atlassian ecosystem coverage
for Jira, Confluence, and other Atlassian products + apps and integrations



Proactive advisory and administration
help you enhance your business processes with Atlassian System of Work



Technical and Incident support
ensure your Atlassian ecosystem works in every situation



Eficode Journey
delivers unique insights of your Atlassian ecosystem's usage, health, and costs



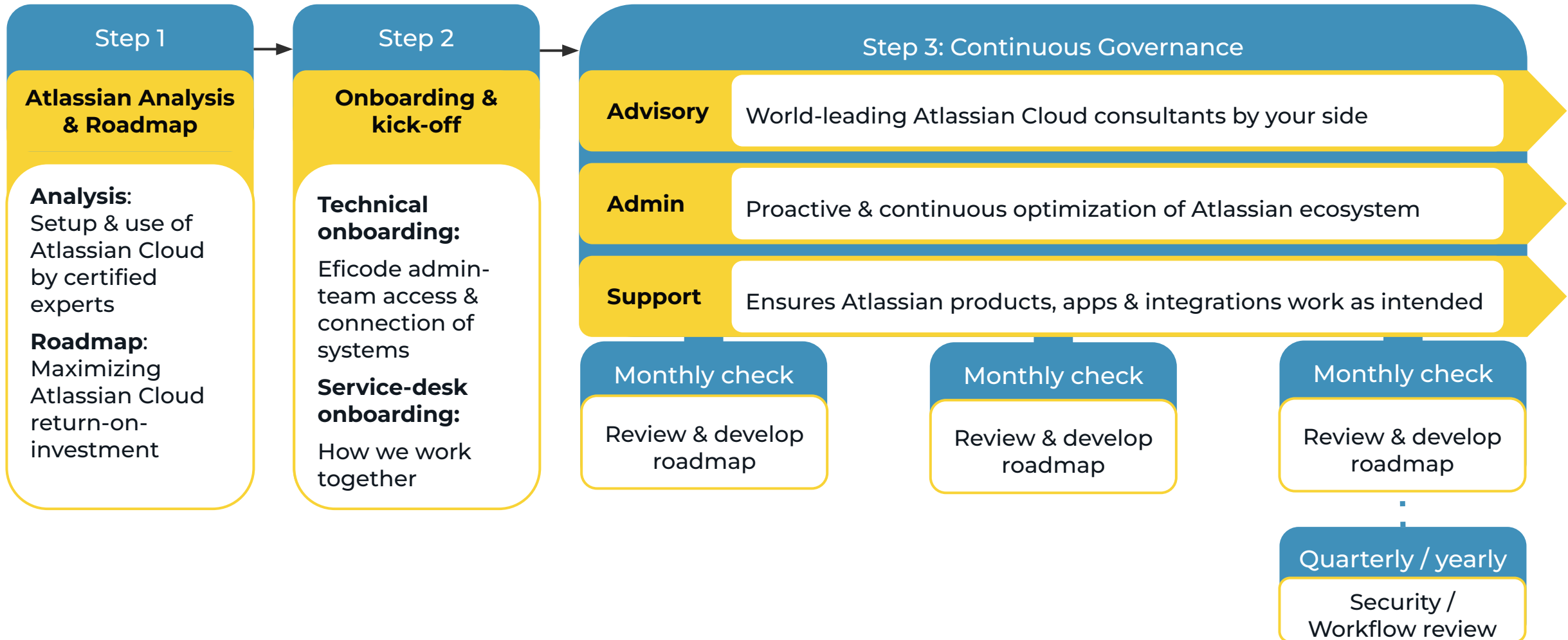
Atlassian licenses from Eficode
for invoicing, license support, Eficode Journey, and other benefits



Flexible add-ons
provide you all the help you need for your Atlassian ecosystem

	Foundation	Premium	Enterprise
Advisory	✓	✓	✓
Administration	✓	✓	✓
Support Technical and incident	Priority support	Priority support	Premium support Up to 1h response SLA
Eficode Journey Atlassian and service insights *Coming soon	Tooling overview Advanced License usage Billing and usage* Advanced Security in Cloud* Tool metrics*	All features	All features
Work package	from 1 day / week	from 3 days / week	Custom
Available add-ons	-	-	Enterprise 24/7 SLA End-user support Training package On-site work Custom integrations
	from 5 000 £ / month	from 14 500 £ / month	Contact sales

What Advisory & Support looks like for you in three steps





Advisory and Adoption

builds the vision and roadmap of how Atlassian ecosystem will help your business and coaches teams to reach their goals.

Future planning

Long term vision
Tactical roadmap
Improvement backlog

Security and compliance

Security policies
Compliance management
Atlassian ecosystem security

Product insights

Atlassian roadmap insights
Marketplace app insights
Tool usage and adoption

Implementations

Project advisory
Proof of concept planning
Training planning

Best practices

Atlassian ecosystem
DevOps with Atlassian
ITSM and ITIL with Atlassian

Optimization

Costs management
Licenses and tiers
Product features

Coaching

Product owner advisory
Admin advisory
Team advisory + playbooks

+ Other Advisory for your needs



Administration

configures and optimizes the Atlassian ecosystem for your needs and continuously looks for how to improve the business processes and overall health of the system.

Configurations

Atlassian products
Marketplace apps
Integrations
User management

Security and compliance

Atlassian security configurations
App and integration configurations
Compliance configurations
Security feature adoption

Customization

Project templates
Workflows
Automations
User experience

Scalability

Atlassian Enterprise management
Documentation
Reporting and insights
Change management

Reliability

Troubleshooting
Problem management
Business continuity plan
Health management

+ Other administration for your needs



Technical and incident support

Technical and incident support ensures your Atlassian products, apps, and integrations are working as intended.

Technical Support

User management
Project creation
Deletion and removal
Hands on how-to support

Incident Support

Atlassian product incidents
App incidents
Integration incidents
Business process incidents

Vendor escalation

Atlassian
App vendors
Integration providers

+ Other support for your needs

Eficode Journey

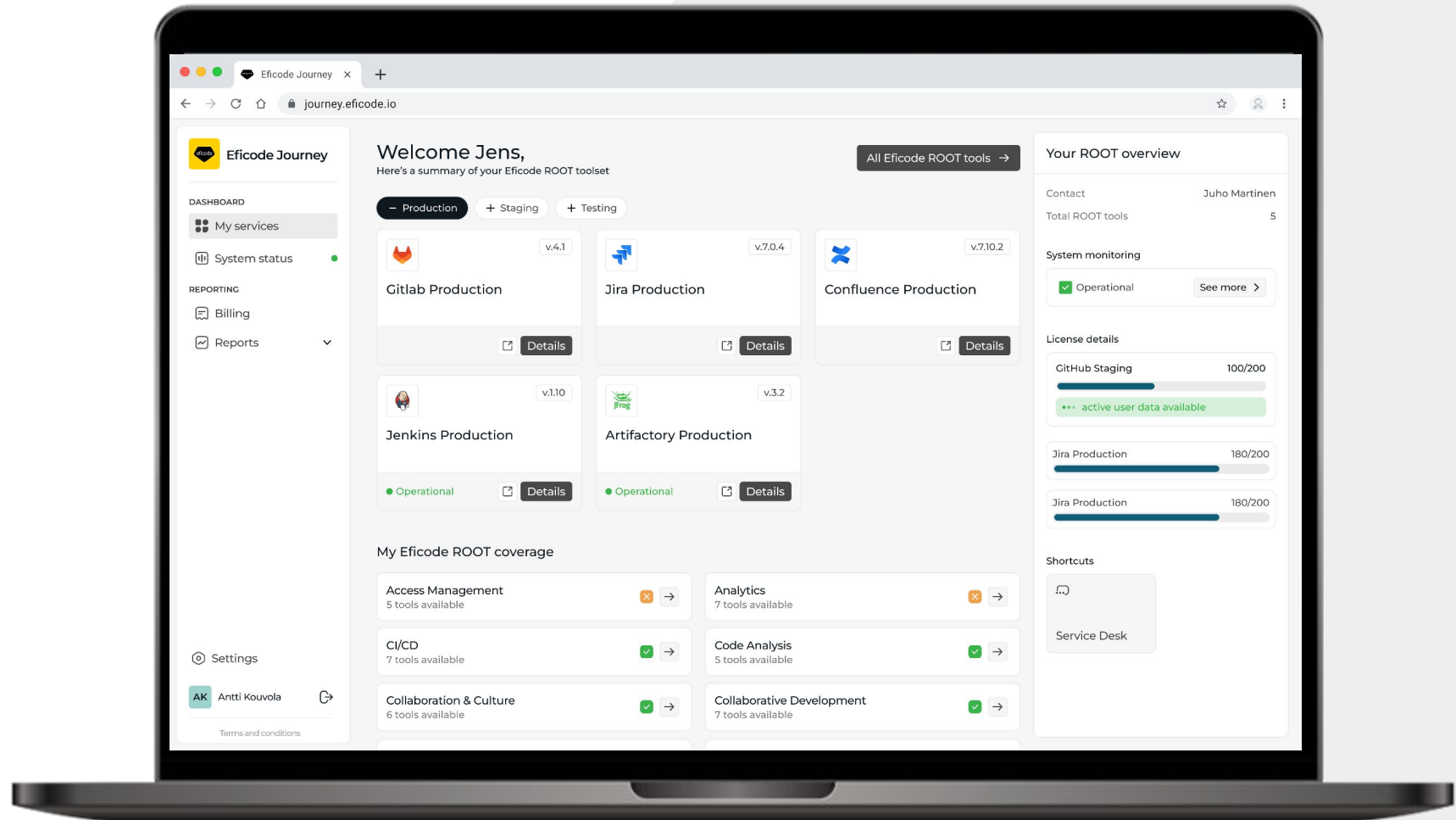
Your past, present and future with Eficode

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Self-service portal for all of your development tooling

Core functionalities:

- All your Eficode services in one UI
- Insights into your tooling
- Your billing overview
- DevOps toolchains, quality, security and compliance visible at a glance



Eficode Advisory and Support

Available for these technologies



Atlassian

Uplevel your teamwork with Atlassian System of Work optimized for your business



GitHub

Adopt AI enabled software development with GitHub Enterprise for your whole organization



GitLab

Leverage all the capabilities of GitLab's AI powered DevSecOps platform



Developer Platform as a Service

Empower your platform team with seamlessly connected software development tools

Thank you

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For more info, visit www.eficode.com

