



Compare Our Plans

Cloud Managed Services

Atlassian Cloud Managed Services

Silver

Gold

Platinum

Discovery and Support Strategy

Discovery and Assessment	✓	✓	✓
Application Review and Planning	✓	✓	✓
Services Team Availability	8x5	24x5	24x7
SLA Response Times	4 Hours	2 Hours	90 Minutes

Hands-On Administration and Support¹

Hands-On Administration and Support	✓	✓	✓
New Atlassian Application Configuration	✓	✓	✓
Cloud-Based Integration Setup	✓	✓	✓
Application Audit and Cleanup (incl. backup, restores, and security audits)	✓	✓	✓
Health Checks	✓	✓	✓
Troubleshooting and User Issues Resolution	✓	✓	✓
Multiple Contact Options	Web, Email	Web, Email	Web, Email, Dedicated Phone Number
Password Policies	✓	✓	✓
Domain Verification and Account Capture	✓	✓	✓
Session Duration Management (Desktop)	✓	✓	✓
User Roles and Permissions	✓	✓	✓
Monthly Subscription Hours ¹	12 Hours	24 Hours	48 Hours

Maximized Support and Insights

JSM Best Practices for Agents	✓	✓	✓
Confluence Spaces Organization	✓	✓	✓
Jira Projects Management and Permission Schemes	✓	✓	✓
Periodic Check-Ins (bi-weekly)	First 3 Months	First 6 Months	Monthly
Customer Satisfaction Surveys	✓	✓	✓
Quarterly Usage and Performance Analytics	✓	✓	✓
Admin Insights		✓	✓
Automated Workflows Administration		✓	✓
Customized Workflows Administration		✓	✓
Monitor, Measure, and Track Automation Usage		✓	✓
Support for Atlassian Access (SSO, SCIM, Active Directory Sync)		✓	✓
Third-party Ticket Liaison Support for Apps		✓	✓
Capacity Planning Support		✓	✓
Project Archiving Support		✓	✓
Advanced Permissions		✓	✓
Issue Visualization Development and Maintenance		✓	✓

Enhanced Support and Monitoring

Support Entitlements	✓
Audit Logs Tracking and Issues Review	✓
Monitoring (track usage)	✓
Monthly Usage Report	✓
Sandbox Environment Support	✓
Issue Visualization Development and Maintenance	✓

Advanced Integration and Management

Atlassian Apps Support and Apps Management	✓
Atlassian Application Integrations	✓
Legacy System Integrations	✓

Optional Services¹(not included in the plans)

Additional Hours Available (for any plan at additional cost) ¹	✓	✓	✓
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¹ Additional hours can be purchased at a discounted hourly rate. The additional hours purchased can be added to the existing monthly hours and used toward any of the service offerings within the plan. [Contact us.](#)

Data Center or Server Managed Services

Atlassian Managed Services

Silver

Gold

Platinum

Discovery and Support Strategy

Discovery and Assessment	✓	✓	✓
Application Review and Planning	✓	✓	✓
Services Team Availability	8x5	24x5	24x7
SLA Response Times	4 Hours	2 Hours	90 Minutes

Hands-On Administration and Support¹

Hands-On Administration and Support	✓	✓	✓
Scaling and Performance Tuning	✓	✓	✓
Server Configuration	✓	✓	✓
Application Upgrades Security Patches ¹	1 Release	Up to 2 Releases	Up to 3 Releases
New Atlassian Application Configuration (e.g., Bamboo, Bitbucket)	✓	✓	✓
Application Audit and Cleanup (incl. backup, restores, and security audits)	✓	✓	✓
Health Checks	✓	✓	✓
Troubleshooting and User Issues Resolution	✓	✓	✓
Multiple Contact Options	Web, Email	Web, Email	Web, Email, Dedicated Phone Number
Password Policies	✓	✓	✓
Domain Verification and Account Capture	✓	✓	✓
Session Duration Management (Desktop)	✓	✓	✓
User Roles and Permissions	✓	✓	✓
Monthly Subscription Hours ¹	12 Hours	24 Hours	48 Hours

Maximized Support and Insights

Periodic Check-Ins (bi-weekly)	First 3 Months	First 6 Months	Monthly
Customer Satisfaction Surveys	✓	✓	✓
Quarterly Usage and Performance Analytics	✓	✓	✓
Admin Insights		✓	✓
Automated Workflows Administration		✓	✓
Customized Workflows Administration		✓	✓
Support for Atlassian Access (SSO, SCIM, Active Directory Sync)		✓	✓
Third-party Ticket Liaison Support for Apps		✓	✓
Capacity Planning Support		✓	✓

Project Archiving Support	✓	✓
Advanced Permissions	✓	✓
Issue Visualization Development and Maintenance	✓	✓

AWS Technical Administration and Maintenance Support²

Amazon CloudWatch Monitoring and Management	✓
AWS Backup/Snapshot Creation and Instance Restart	✓
Amazon Elastic Compute Cloud (EC2) Instance Resizing	✓
Amazon Relational Database Service (RDS) Instance Resizing	✓
Amazon RDS Upgrade	✓
Elastic File System (EFS) Cloud File Storage	✓
Elastic Block Store (EBS) Cloud File Storage	✓
Auto Scaling Group Metrics Monitoring	✓
Security Advisories/Alerts	✓
Security Group Configuration and Adjustments	✓

Enhanced Support and Monitoring

Support Entitlements	✓
Audit Logs Tracking and Issues Review	✓
Monitoring (track usage)	✓
Monthly Usage Report	✓
Business Continuity and Disaster Recovery Support	✓
Sandbox Environment Support	✓
Data Residency Advisory, Modifications, and Monitoring	✓
Issue Visualization Development and Maintenance	✓

Advanced Integration and Management

Atlassian Apps Support and Apps Management	✓
Atlassian Application Integrations	✓
Legacy System Integrations	✓

Optional Services¹(not included in the plans)

Additional Hours Available (for any plan at additional cost) ¹	✓	✓	✓
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¹ Additional hours can be purchased at a discounted hourly rate. The additional hours purchased can be added to the existing monthly hours and used toward any of the service offerings within the plan. [Contact us.](#)

² The AWS Technical Administration and Maintenance Support section only applies to Amazon Web Services. If other Data Center application support is required, please [contact us.](#)