



Comprehensive Atlassian managed services from the global leader in all things Atlassian

The best teams in the world use Atlassian to manage their work. But maintaining it can be a time-consuming and overwhelming undertaking.

Your team has more important things to focus on than administering your Atlassian platform. Whether you need to configure tools to match your workflows or optimize systems to keep them running smoothly and securely, ServiceRocket has you and your team covered.

What We Offer

ServiceRocket's global team of Atlassian experts is the perfect complement to your Atlassian Premier Support, providing a range of on-demand services for your entire Atlassian environment.

Expert Support for the Atlassian Stack

- ◀ Jira Core
- ⚡ Jira Service Desk
- ◊ Jira Software
- ✕ Confluence
- ▣ Bitbucket



Deployment and Configuration

- + Migrate and merge systems
- + Integrate new applications
- + Define schemes, fields, and workflows
- + Upgrade applications
- + Patch security vulnerabilities
- + Configure servers for optimal performance



Troubleshooting and Maintenance

- + Backup and restore applications
- + Add and restart necessary applications
- + Maintain 24/7/365 availability
- + SLA options from 90 minutes to 4 hours
- + On-demand break/fix of ServiceRocket apps



Administration and Optimization

- + Monitor performance across servers, storage, and network connections
- + Report usage and performance for complete transparency
- + Conduct regular security audits
- + Configure workflows, schemes, and fields
- + Establish permissions
- + Create and modify users
- + Manage license procurement, renewal, and auditing

How You Benefit

ServiceRocket's flexible managed services options empower you to choose the right level of support for your business, helping you:



Boost Productivity

Right-size your Atlassian instance to ensure your whole team has the exact capabilities they need and can use the same tools, the same way.



Control Costs

Minimize spend and waste by eliminating profit-killing downtime and enabling more efficient use of your Atlassian tools across the enterprise.



Reduce Security Risks

Protect your mission-critical systems from unexpected interruption or potentially catastrophic breaches with proactive systems monitoring, version control, and continuous security patching.

“

Looking after more than 6,000 Atlassian users is a full-time job. ServiceRocket's expert team handles huge volumes of trouble tickets so we don't have to. Now, I only spend a couple hours per week working on Atlassian-related issues and more time on programs that move our business forward.”

Paul Keen, Head of Software Engineering, Qantas Airways Limited

Thousands of global customers rely on ServiceRocket, including:

CLOUDERA

 **QuinStreet**

 **QANTAS**

**The right partner can make all the difference.
You've got Atlassian. We've got your back.**

For more information, contact sales@servicerocket.com