




# CHOOSING THE RIGHT ATLASSIAN SUPPORT SOLUTION FOR YOUR BUSINESS



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# INTRODUCTION

*In the software development world, the Atlassian Stack is popular amongst developers.*

*In fact, Atlassian adoption often grows from the ground up, with developers installing applications such as Jira onto their desktops.*

*Once active, it is not uncommon to see rapid growth in adoption, turning the once 'little tool on the side', into a mission-critical application. The business suddenly relies on the collaboration functions of Jira and would be hugely impaired without Confluence; development could stop without Bitbucket, and automated website deployments might cease if Bamboo were to go down.*

*The bottom line is that when these tools do not work or are used ineffectively, it costs the business money.*

*At this point, businesses find operating tools without help infeasible in the long-run:*

- *They might not have the expertise in-house to look after the tools.*
- *They might lack the capacity.*
- *They might deem it a distraction from their core business objectives.*

*In reality, it is often a combination of all of the above.*

*This is usually the point where help is introduced, and the solution often consists of one or more of the following:*

- *Consultancy projects to get the environment in a better condition, and to use tools more effectively.*
- *Training to ensure in-house staff have the required skills.*
- *Managed hosting, which makes day-to-day operation someone else's responsibility.*
- *Support, which ensures help is available when needed.*
- *Contractors, to augment the team in terms of capacity and/or fill gaps in skills.*

*This white paper explores the support options available from both Atlassian as a vendor and Clearvision as a third-party service provider.*



# DEFAULT ATLASSIAN (VENDOR) SUPPORT

With all Atlassian subscriptions (license maintenance or Atlassian Cloud) you are automatically entitled to a certain level of support. What you receive depends on the license or Cloud tier purchased.

## **ATLASSIAN CLOUD**

Atlassian Cloud subscriptions come in two different flavours: Standard and Premium. Some products, such as Atlassian Access, also include enhanced support.

### **+ ATLASSIAN CLOUD STANDARD**

- Basic product support included.
- Covers working days and working hours only.
- Limited to the active subscription and cannot be used for other products or instances in-house.

### **+ ATLASSIAN CLOUD PREMIUM**

- Basic product support.
- 24/7 cover for certain issues.
- Enhanced SLAs (Service Level Agreements).

### **+ ATLASSIAN ACCESS**

- Same as Cloud Premium.

## **SERVER AND DATA CENTER EDITIONS (ON-PREMISE EDITIONS)**

Your license maintenance or Data Center subscription includes free Atlassian product support for the licensed product (also known as Select Support).

However, without additional support services, there is no guarantee on response times, no guaranteed SLA and no hands-on help with your environment.



# CHOOSING THE RIGHT SOLUTION

For the majority of Atlassian users, additional support options are required to obtain the level of cover needed. There are options available from both Atlassian and third-parties like Clearvision.

Before we explore the different solutions in more detail, it is important to note that there is no right or wrong, no better or worse. Making a choice depends on your individual circumstances and requirements. It is about aligning your needs, in-house skill-sets and the breadth of your Atlassian estate with the different solutions available.

When enhancing the built-in vendor support with additional support services, there are three options:

- Atlassian Priority Support.
- Atlassian Premier Support.
- Clearvision Support.

## ATLASSIAN PRIORITY SUPPORT

Atlassian Priority Support is essentially an add-on to Select Support, which is Atlassian's name for the support built into your license maintenance fee.

Where Select Support gives you working day cover, Priority Support extends to 24/7 for the most severe cases. Priority Support also delivers better response times and guarantees these in an SLA. Priority Support is delivered by Atlassian's Advanced Team. However, this only applies to certain types of tickets and may also depend on the time of day that a ticket is raised.

Priority Support is priced per instance, and only the nominated instance is covered. However, cover is unlimited in terms of the number of tickets you can submit & the number of hours Atlassian spend resolving them.

If you have a lot of instances and you rarely need help, covering all of them with Priority Support can become very expensive. If you do not have a lot of instances and you find that you often need help, then Priority Support may be the best option for you.

## ATLASSIAN PREMIER SUPPORT

Atlassian Premier Support is an offering delivered by a dedicated team of Senior Support Engineers and Enterprise Managers. It delivers full 24/7 coverage for all tickets and an improved SLA. Premier Support provides a more proactive service, including basic automated Health Checks and post-incident reporting services.

With Premier Support, all of your instances are covered. However, you are limited to only three named contacts on the service.

If you have a lot of dispersed instances and the number of admins is relatively high across your organization, or if you rarely need help, then Premier Support is a fairly expensive option.

If you have a central team of Senior Support Engineers in-house who look after a large number of instances and regularly need hands-on and highly technical support, then Premier might be a good solution to consider.



## CLEARVISION SUPPORT

Clearvision Support is hands-on and technical, covering break-fix, remote admin and general advice/guidance. Cover can be obtained on a 24/7 basis and the Service Level Agreement is comparable to Atlassian Priority Support.

The level of cover under Clearvision Support is scoped by the expected number of hours required per month and this can scale if necessary. It is delivered by a dedicated highly skilled technical team and includes a number of additional add-ons, which augment the offering:

- o **Annual upgrades**

Priced per tool and includes two upgrades per year.

- o **Administration add-on**

Allows you to ask Clearvision to make changes on your behalf.

- o **Annual Health Checks**

Consultant-led hands-on review of your environment.

Clearvision Support allows up to five named contacts and covers all instances of Atlassian tools within your organization.

If you have a lot of instances but want to start small and build up your level of support over time, then Clearvision Support would be a good option for you due to the way it is scoped. Similarly, if you have a central team that can pass Atlassian Support requests onto Clearvision, then Clearvision Support would also work.

If you only have one instance and expect to be using a lot of support, then Priority might be a better option.

## SUMMARY

The built-in support available with license purchase/renewals or Cloud subscriptions is usually insufficient, making other support models more appealing to users. Ultimately, the right solution depends largely on the unique requirements of the business in question.

It can be hard deciding between Atlassian Priority, Premier Support, and Clearvision Support, so be sure to reach out for more advice.

[Talk to a Clearvision expert about your support needs](#)



# OVERVIEW COMPARISON TABLES

## ATLASSIAN CLOUD SUPPORT

		Free	Standard	Premium	Atlassian Access	Premier Support	Clearvision Support
Instances Covered		All instances	Cloud instances	Cloud Premium subscriptions			Per account
Support Portal				✓	✓	✓	✓
Hours of Availability <sup>1,9</sup>			9/5 <sup>2</sup>	L1: 24/7 L2: 24/5 L3, L4: 9/5	L1: 24/7 L2: 24/5 L3, L4: 9/5	24/7 <sup>8</sup>	Standard & Admin: 10/5 P1: 24/7
Initial Response Times <sup>3</sup>	Production Application Down (L1)		2 hrs	1 hr	1 hr	30 min	P1 - 1 hr
	Serious Degradation (L2)		6 hrs	2 hrs	2 hrs	2 hrs	4 hrs
	Moderate Impact (L3)		1 Business day	1 Business day	1 Business day	8 hrs	P3 - 8 hrs
	Limited Impact (L4)		2 Business days	2 Business days	2 Business days	24 hrs	P4 - 24 hrs
Support Team <sup>4</sup>			Standard Team	Weekdays, Premium Team  Weekends, Standard Team	Weekdays, Access Team  Weekends, Standard Team	Dedicated Senior Support Team	Senior Atlassian Support Staff
Phone Support		-	-	-	-	✓	✓
On-boarding & Environment Familiarity		-	-	-	-	✓	✓
Escalation Management		-	-	-	-	✓	✓
Development Escalation Priority		-	-	-	-	✓	✓
Support Entitlement		Anyone <sup>5</sup>	Admins <sup>9</sup>	Admins	Admins	Premier associated contacts <sup>7,8</sup>	5 Named contacts
Products Covered		All products	Jira Software, Jira Service Management, Jira Core, Jira Portfolio, Jira Align, Confluence, Bitbucket	Jira Software, Jira Service Management, Confluence, Bitbucket	Atlassian Access	Jira Align Premier Support must be contracted separately <sup>7,8</sup>	Atlassian apps & third-party Marketplace add-ons
Price		Free	Bundled with Standard Product License	Bundled with Premium Product License	Bundled with Atlassian Access Product License	\$39,500 per 3 named contacts <sup>7,8</sup>	From £3,480 per year



# OVERVIEW COMPARISON TABLES

## ATLASSIAN CLOUD SUPPORT 1-1

		Select Support	Priority Support for Server	Premier Support	Clearvision Support
Community Support		✓	✓	✓	
Support Portal		✓	✓	✓	✓
Hours of Availability <sup>1,9</sup>		9/52	L1: 24/7 L2: 24/5 L3, L4: 9/5	24/7	Standard & Admin: 10/5 P1: 24/7
Initial Response Times <sup>3</sup>	Production Application Down (L1)	2 hrs	1 hr	30 min	P1 - 1 hr
	Serious Degradation (L2)	6 hrs	2 hrs	2 hrs	4 hrs
	Moderate Impact (L3)	1 Business day	1 Business day	8 hrs	P3 - 8 hrs
	Limited Impact (L4)	2 Business days	2 Business days	24 hrs	P4 - 24 hrs
Support Team <sup>4</sup>		Select Team	L1, L2: Advanced Team L3, L4: Select Team	Dedicated Senior Support Team	Senior Atlassian Support Staff
Phone Support		-	L1 only	All tickets	All tickets
Matching Response Times for Staging & QA Systems		-	-	✓	✓
Development Escalation Priority		-	-	✓	✓
On-Call Upgrade Coverage		-	-	✓	✓
Proactive Health Checks (Includes QA and Staging)		-	-	✓	✓
On-boarding & Environment Familiarity		-	-	✓	✓
Escalation Management		-	-	✓	✓
Post Incident Reports		-	-	✓	✓
End of Life Releases		-	-	✗	✓
Third-party Application Integrations or Third-party Plugins		-	-	✗	✓
Instances Without a Valid Atlassian Maintenance		-	-	✗	✓





## ATLASSIAN CLOUD SUPPORT 1-2

<b>System &amp; Performance Tuning Deployment &amp; Capacity Planning Installation &amp; Upgrade Services</b>	-	-	⊗	✓
<b>Support Entitlement</b>	Admins of a 25+ user / 4+ Jira Service Management agents server products	Admins of instances associated with Priority Support	Premier associated contacts	5 Named contacts
<b>Products Covered</b>	Jira Software, Jira Service Management, Jira Core, Confluence, Fish-eye, Crucible, Bamboo, Bitbucket <sup>6</sup>	Choose one server instance	All products except Opsgenie, Statuspage, Trello <sup>6</sup>  Jira Align Premier Support must be contracted separately <sup>7,8</sup>	All Atlassian & Marketplace apps
<b>Price</b>	Bundled with Software maintenance	\$5,000 per instance	\$39,000 per 3 contacts	From £3,480

For more insight into the importance of support for your Atlassian tools, [watch this webinar](#) recorded by Clearvision's IT Services and Support Manager.

For more information, please visit [www.clearvision-cm.com](http://www.clearvision-cm.com).

