CAMBRIDGE TECHNOLOGY | ATLASSIAN

Product Brief

VELOCITY PROPELS VALUE

As enterprises across the ecosystem accelerate the pace of building and deploying digital services, they need to connect their Dev, ITOps, and business teams to improve customer experiences.

THEY NEED A SOLUTION TO:

(Accelerate Dev & Ops) (Empower all service teams) (Deliver value fast)

That's what Jira Service Management (JSM) helps enterprises do.

With JSM's deeper service management practices, teams can manage service requests, incidents, and knowledge assets better with seamless configuration.

IT support

· Service desk to manage requests in one place
· Reduce manual tasks with automated workflows

Engineering support

· Helps triage unplanned work
· Links requests to Jira Software issues

Employee support

· Ensure the right people get help quickly
· Enabling self-service and automated workflows

IT operations

· Automate change requests
· Helps to investigate, resolve, and prevent incidents

Customer support

· Customized help centers
· Captures relevant customer information

FEATURES THAT BRING TEAMS TOGETHER

Request Management

Service desk, AI-powered virtual agent, Request queues, Self-service, Service Level Agreements (SLAs)

Incident Management

Alerting and on-call management, Major incident escalation, Awareness and communication

Problem Management

Problem logging, Problem scope, Root cause investigation, Resolution

Change Management

Change requests, Risk assessment, Approvals, Automation, Deployment tracking, Change plans

Asset Management

Asset tracking, Asset discovery, Asset reviews, Importers and integrations

Configuration Management

Dependency mapping, Infrastructure discovery, Automation, Importers and integrations

Knowledge Management

Self-service, Atlassian Intelligence answers, Promote continuous improvement, Knowledge insights

Wondering how to get started? Our experts can guide you.

TALK TO US

How do our Atlassian consultants help in implementing Jira Service Management?

Cambridge Technology consultants offer specialized services to optimize and implement Jira Service Management (JSM) within various business segments, deploying and customizing it according to your business needs. Our comprehensive approaches help maximize the value of JSM and ensure that it not only meets but exceeds service management requirements.

Expertise in Atlassian Ecosystem

Our Atlassian-certified consultants know everything there is to know about the entire Atlassian product suite. This expertise helps them seamlessly integrate JSM with other Atlassian tools like Jira Software, Confluence, and Bitbucket to boost the overall efficiency of IT and development teams.

Customized Solutions

We understand every organization has unique needs. From tailoring workflows to adjusting permissions that align with business processes and ITSM strategies, our Atlassian Consultants customize JSM to fit specific operational requirements.

Streamlined Migration and Integration

We provide critical support in migrating from legacy systems to JSM or integrating JSM with existing IT infrastructure. With extensive experience in APIs and integration tools, our Atlassian-certified experts ensure seamless migrations while maintaining data integrity.

Best Practices Implementation

With industry and use case-agnostic experience, we help enterprises ensure JSM implementations adhere to industry standards and proven ITIL methodologies, significantly enhancing effectiveness.

Training and Empowerment

Beyond mere implementation, our Atlassian Consultants train and empower teams to use JSM effectively through customized training sessions, detailed documentation, and hands-on workshops.

Scalable Implementations

We help enterprises design scalable JSM solutions that grow with the business. Our Atlassian Consultants ensure JSM setup can meet the evolving needs of a growing business without compromising on performance.

Ready to talk? Take the next leap to streamlined service management.

CONNECT WITH US

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