Unlock high-velocity teams with AI-powered service management

moser consulting

ATLASSIAN

Jira Service Management

Learn how Jira Service Management unites Dev, IT, and business teams on a single, AI-powered platform to deliver exceptional service.

Moser's team of Atlassian certified experts can assist with Implementations, Migrations, Optimizations and Managing your Atlassian tools.

HIGH-VELOCITY SERVICE MANAGEMENT

Accelerate Dev and Ops

Connect Dev and Ops teams on a single AI-powered platform to supercharge collaboration across changes, incidents, and requests - all while managing risk.

Empower all service teams

Service management isn't just for IT. Make it easy for teams across the business - from HR to Legal to Facilities - to streamline requests, centralize knowledge, and work the way they want.

Deliver value fast

Tune Jira Service Management to your unique requirements - without the complexity of traditional ITSM solutions. Get started fast and and scale as you go, with features like customizable templates, dynamic forms, and AI-powered project configuration.

Get started quickly with templates

With pre-configured request types, workflows and other out-of-the-box capabilities, templates make it easy for any team to get started quickly with a service experience that fits the way they like to work.

ITSM

Manage requests, incidents, and changes to deliver great service, fast.

Customer service

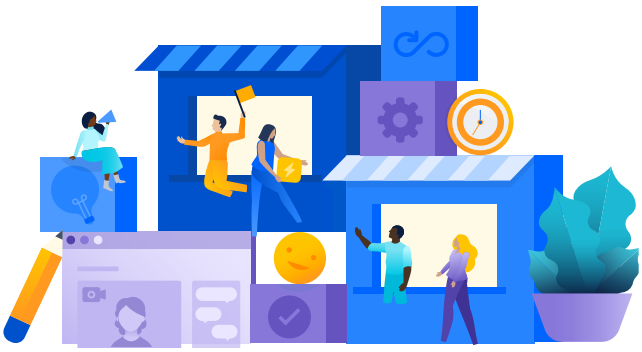
Deliver great service experiences to external customers, fast.

Human resources

Manage onboarding and offboarding and respond to staff requests.

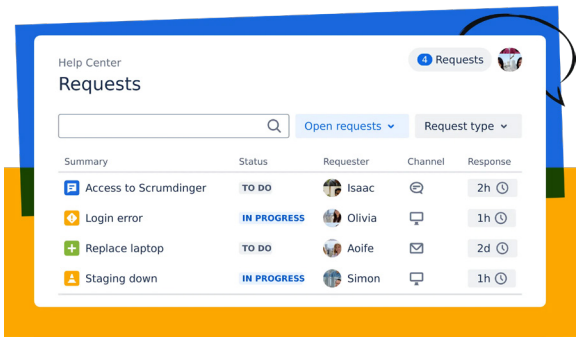
JIRA SERVICE MANAGEMENT SCALES WITH YOU

Whether you're part of a small team or a big enterprise, we have a plan for you. Choose only the features you need.



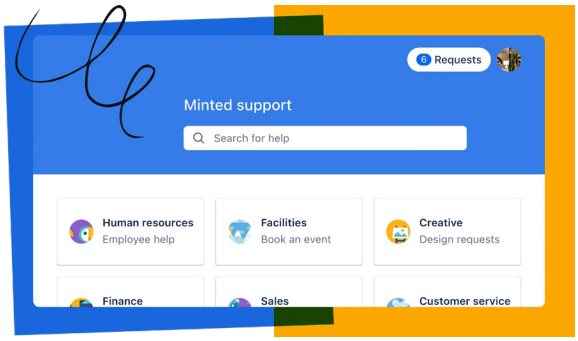
IT SUPPORT

- Spin up a service desk with ease
- Manage all your requests in one place
- Automate support interactions with AI



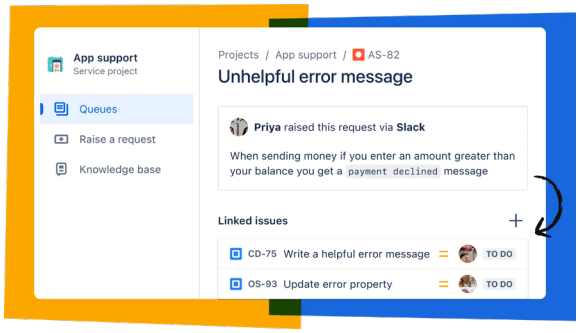
EMPLOYEE SUPPORT

- Ensure anyone can get help quickly
- Empower employees with self-service
- AI-powered Virtual Service Agent



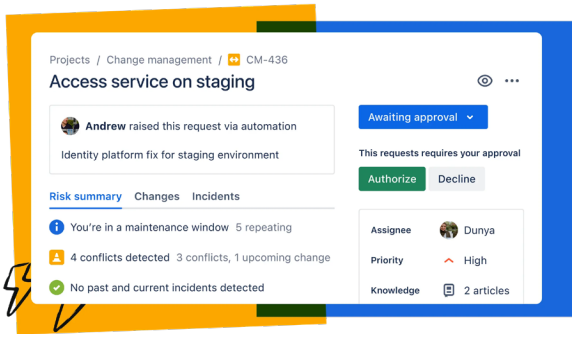
ENGINEERING SUPPORT

- Triage your unplanned work
- Manage customer requests
- Link requests to Jira issues



IT OPERATIONS

- Automate change requests
- Deploy with confidence
- Detect, resolve, and prevent incidents with AI



Let Moser help with the ongoing support of your Atlassian environment. Many times, a user is assigned the responsibility of managing/administering Atlassian tools simply because they are a "Power User". Moser can design a solution that fits your needs, whether using Moser's Managed Services or on an as needed basis. We have the experts that can help! Contact marketing@moserit.com for more info or a demo.

THE MOSER DIFFERENCE

With nearly 30 years of experience, we have built a reputation of trust and dependability. No matter where you are in your technology journey, we have the people and the expertise to help. Our customized approach is based on your needs, and we don't subscribe to an "out of sight, out of mind" policy. Once we sign on, we're with you for the long haul to ensure sustainable, long-term success and guidance, even after our initial project is done.

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