



# **Solution is King - Die Atlassian-Plattform für mehr Wettbewerbsfähigkeit, Innovation und Effizienz**



**SEBASTIAN EGGERS | SR. ENTERPRISE SOLUTION ADVOCATE**

# Atlassian, in a snapshot



Founded in  
2002 in Sydney

15+ products,  
solutions & services

5,000+  
marketplace apps

Serving 80% of  
the Fortune 500

8,000+  
employees

700+  
partners

230,000+  
customers

Used in 190+  
countries





45K+

customers trust  
Jira Service Management

# 45,000

The Telegraph

 puppet

GROUPON™

CITRIX®

LUCID



GoPro  
Be a HERO. ■■■■

DOWJONES

 HEINEKEN



Optimizely



  
CISCO™

SONOS

shutterstock™

 BARCLAYS

Shutterfly



Zappos  
COM



 Walmart Labs

 Square

HITACHI

logitech

 airbnb

Valeo



  
Yale SCHOOL OF  
MANAGEMENT

Sotheby's

 Domino's

# Gartner

Leader

2022 Magic Quadrant  
for ITSM Platforms

# FORRESTER®

Leader

2023 Wave for Enterprise  
Service Management



# Atlassian named a Leader in the The Forrester Wave™: Enterprise Service Management, Q4 2023

- Atlassian is “a good fit for enterprises that need **cross-departmental collaboration, product-centricity, and flow of knowledge across teams**”
- Jira Service Management received the highest score possible in the strategy category







Ship  
*faster*



Keep services  
*always-on*



Deliver support  
*seamlessly*



# EXTEND SERVICE MANAGEMENT BEYOND IT

*Customized for teams, standardized for global organizations*



**IT**



**HR**



**FACILITIES**



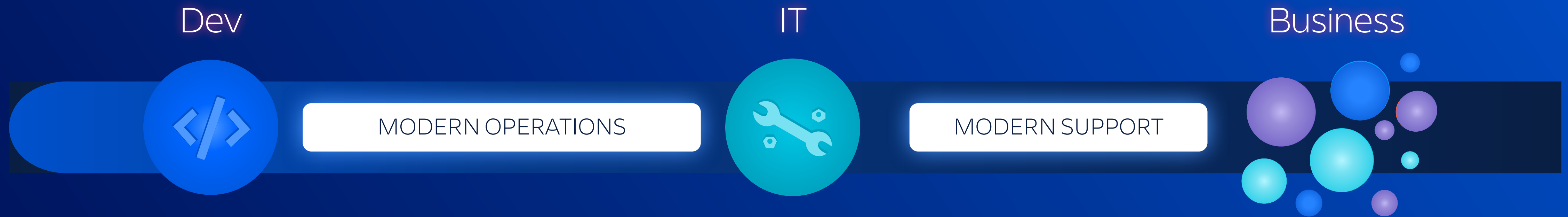
**LEGAL**



**AND MORE...**

- Out-of-the-box project templates
- Quick setup and time to value
- Low code workflow editor & drag-and-drop interface
- Centralized, global service catalog

# ⚡ Jira Service Management



## **Deliver value fast**

Get started fast and scale as needed to transform your service delivery experience.

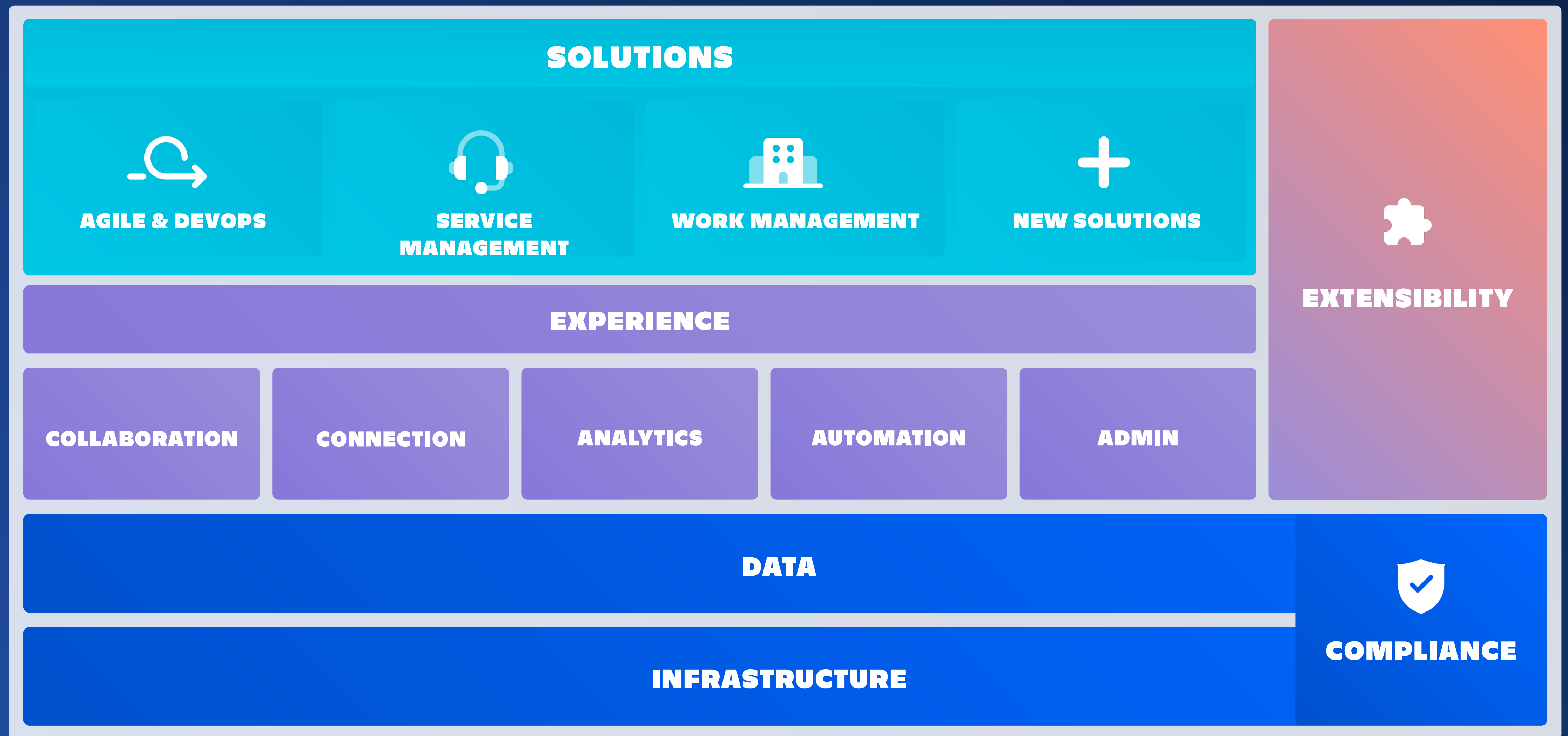
## **Accelerate dev & ops**

Increase visibility and pace of work between Development and IT Operations teams.

## **Empower all service teams**

Make it easy to extend service management across the enterprise.

# *Unify your organization on Atlassian's platform*



A unified cloud technology platform that powers open and efficient team collaboration.



# Unified Help



# SERVICE MANAGEMENT FOR HIGH VELOCITY TEAMS

## ⚡ Jira Service Management

### ENGAGE



Chat



Portal



Email



Virtual agent



Notifications



Alerts

### EXECUTE



Request



Incident



Problem



Change



Asset



Configuration

### EXPERIENCE



Collaboration



Automation



Analytics



Administration



Knowledge

### ENSURE



Data management



Infrastructure

### ENRICH

Confluence

Jira Software

Statuspage

Jira Work Management

Jira Align

### EXTEND

Marketplace

Integrations

CI/CD

**THANK YOU**