ATLASSIAN

RT RELEASETEAM
DevOps Tool Specialists

It's time for your ITSM solution to grow up: Forget Freshservice and try Jira Service Management

Your full price ITSM solution shouldn't feel like a beta product. While Freshservice is all about "right-sizing" your ITSM, their immature feature set fails to fit most modern service teams. Jira Service Management delivers an enterprise-grade, user-friendly ITSM solution backed by a mature partner ecosystem – all at a lower per agent cost than FreshService. Simple for your team to get started and adaptable as you scale, unite Dev, Ops, and business teams on a single platform to supercharge collaboration across service management practices.

Six reasons to choose Jira Service Management

1 A better experience for all teams

With one, unified Jira platform, break down silos and streamline collaboration between Dev, IT, and business teams.

2 A more efficient, modern approach

Eliminate unnecessary feature bloat and use only what your team needs for a high return on investment.

3 User friendly, speedy UI

Easily customize and manage your service desk with a flexible, low code editor and drag and drop interface.

4 Robust partner ecosystem

Work with world-class operators that have deep experience using and implementing Atlassian tools.

5 Aggressive product innovation

Stay on the cutting edge with a roadmap driven by real customer needs and backed by heavy R&D and M&A investments.

6 One price, no surprises

No surprises here – get a fully featured ITSM solution at inclusive, per agent pricing, and no extra cost for approvers or requesters.

> We've been really happy with all of the integrations, and Jira Service Management has been huge. Our customers can submit incident tickets through the service portal, and we can use Jira Service Management's automation and on-call alerting capabilities to notify people on our staff.
>
> MAX HURST, INFORMATION TECHNOLOGY INFRASTRUCTURE MANAGER, NEXTIVA

Unlock high velocity service teams

Whether you're just getting started, or looking to switch to a faster, more flexible ITSM solution, Jira Service Management has all the features your team needs to deliver great service, fast on the same platform where developers and business teams already work.

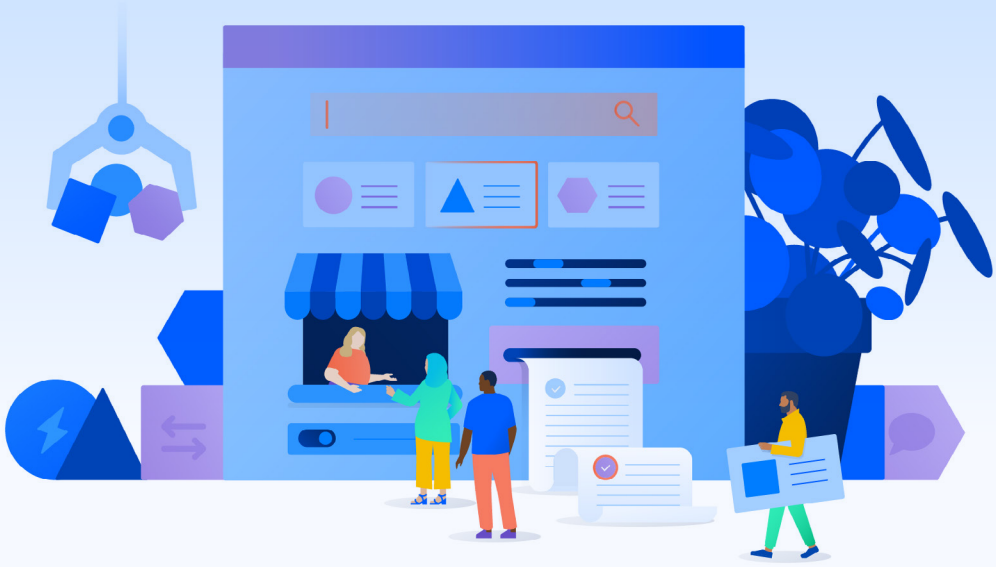
Over 45,000 customers worldwide trust Jira Service Management to help them centralize and resolve service requests, respond to incidents, streamline changes, collect and maintain knowledge, manage assets and configuration items, and more.

With intuitive workflows and the ability to work autonomously, Jira Service Management unlocks high-velocity service teams across the business, not just within IT.

To top it all off, Jira Service Management is built on Atlassian's unified cloud technology platform that powers open and efficient collaboration between teams, information, and workflows across your enterprise. Give your teams a central view of their work and use integrations across the Atlassian portfolio and over 5,000 third party tools to make work flow.

> We chose Jira Service Management to deliver a 'future-proof' service management experience we can grow with.

JOHANNES SIEBZEHNRUEBL
COO OF MULTICLOUD AND INFRASTRUCTURE, ARVATO SYSTEMS



Learn how JSM & ReleaseTEA can help your organization.

ReleaseTEAM is an Atlassian Solution & Authorized Government Partner.

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