ATLASSIAN

Choose Jira Service Management over Zendesk for true peace of mind

You shouldn't be paying full price for half an ITSM solution. Unlike Zendesk, Jira Service Management delivers a full-featured ITSM solution purpose-built to support all your customers – regardless of if they're external or internal. When you choose Jira Service Management over Zendesk, you get more than just a help desk; you get complete ITSM out of the box. This includes asset management, change management, knowledge management, configuration management and more – with the flexibility to customize and extend your solution as you grow.

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 Fast deployment, faster ROI

Get started quickly with a robust set of templates, guides, and features for every service management use case.

5 Complete ITSM for all teams

Get full featured ITSM out of the box – no cobbling together functionality with add-ons and apps.

6 One price, no surprises

No surprises here – inclusive, per agent pricing, with no extra cost for approvers or requesters.

> "Within three or four weeks, we had a product that would work for the organization very quickly. We were able to configure all the key elements, the self-service portal, and the knowledge articles enough for us to take it on ourselves and start working with it.
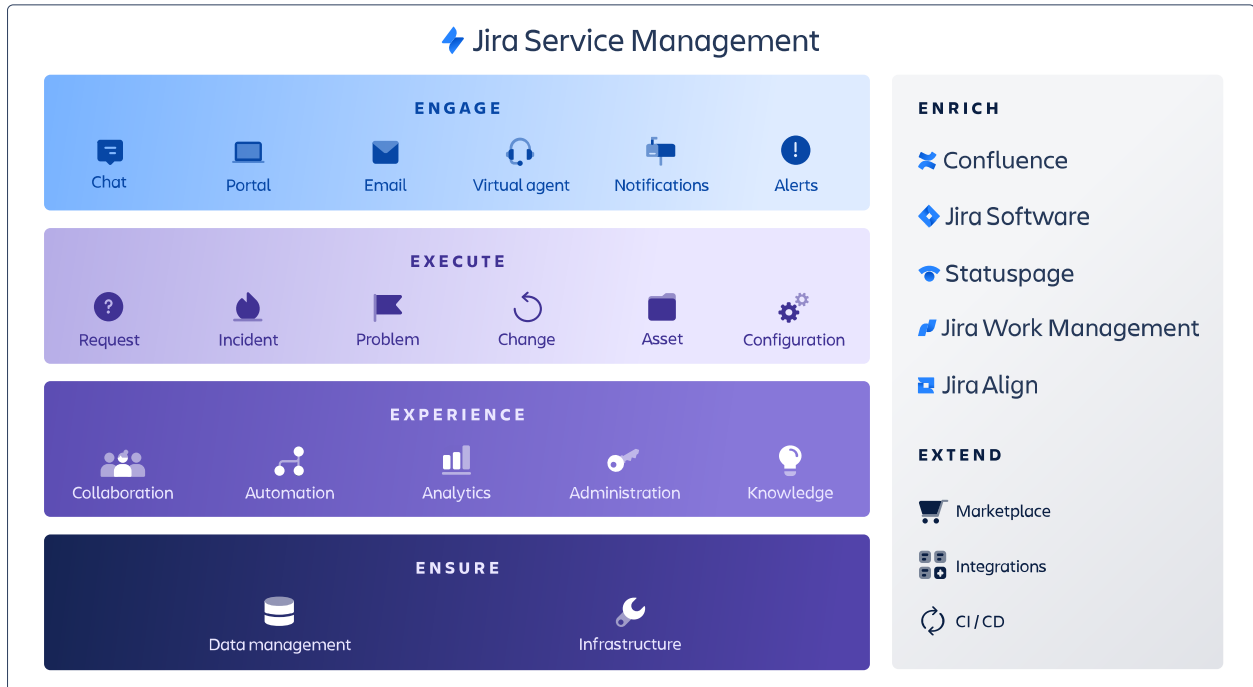>
> **ROB CROMPTON, HEAD OF SERVICE MANAGEMENT AT THE VERY GROUP**

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.

⚡ 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

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.

> "
>
> Jira Service Management gives us more automated change management workflows that are well connected to development work. It's one of the more elegant workflows that I've seen.
>
> **JOSH COSTELLA**
> **SENIOR ATLASSIAN SOLUTIONS SPECIALIST, NEXTIVA**

Contact your local Atlassian Solution Partner to learn how Jira Service Management can help your organization.

T4S partners

A ATLASSIAN | Silver Solution Partner

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