

▲ ATlassian

in **Jakarta** '22

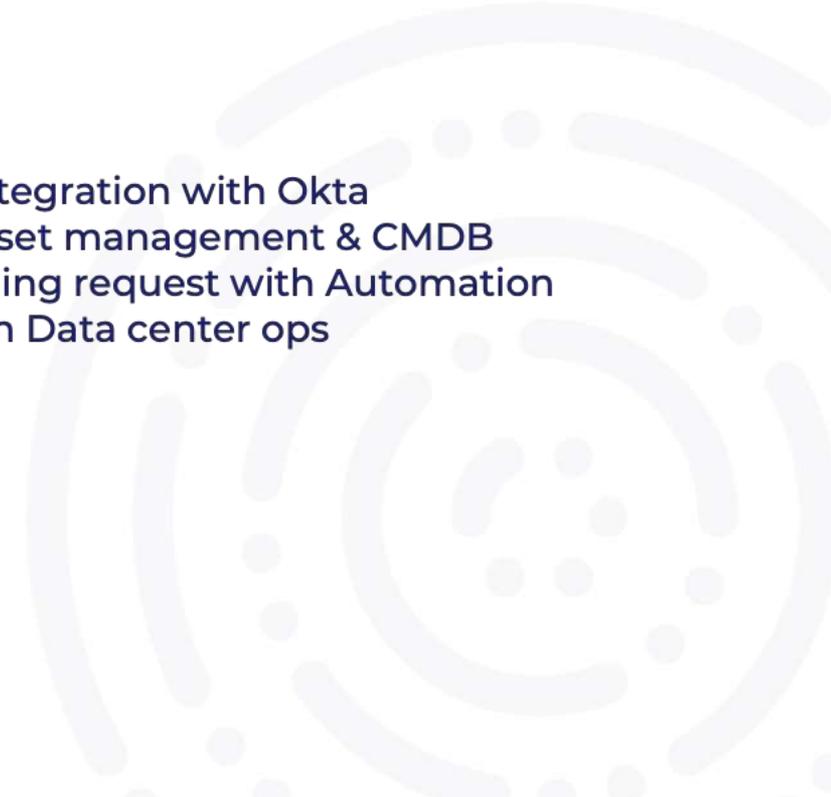


Power up **collaborative** service management
with **automation** to deliver value faster

Priska Aprilia, Project Manager, iZeno



Agenda

- Introduction to iZeno
 - Atlassian's approach to ITSM
 - Use cases
 - User onboarding service request in integration with Okta
 - Service request management with asset management & CMDB
 - Power up new environment provisioning request with Automation
 - Incident and problem management in Data center ops
 - Change enablement in DevOps
 - Service management is beyond ITSM
 - Key takeaways
 - Q&A
- 



Founded in
2003



Client Base
300+

120+

Certified
Professionals



Headquartered in
Singapore



Malaysia



Indonesia



Thailand



Philippines



Projects Successfully
Delivered
500+

**Logicalis Asia
enhances digital
transformation
capabilities with the
acquisition of iZeno**



Logicalis Group at a Glance



\$ 1.7 Billion

In Revenue



10,000+

corporate and public sector customers



Operations in

**Europe, North America, Latin
America, Asia Pacific and
Africa**



6,500+

employees worldwide

Mapping our capabilities to your digital transformation initiatives:

Cloud Computing	DevOps/ITSM	Automation
Data Management	Customer eXperience	App Modernization

iZeno Partnerships

STRATEGIC

 **ATLASSIAN**

cloudbees

 Google Cloud

 **Red Hat**

 **sugarcrm**

 **talend**

EMERGING

 **confluent**

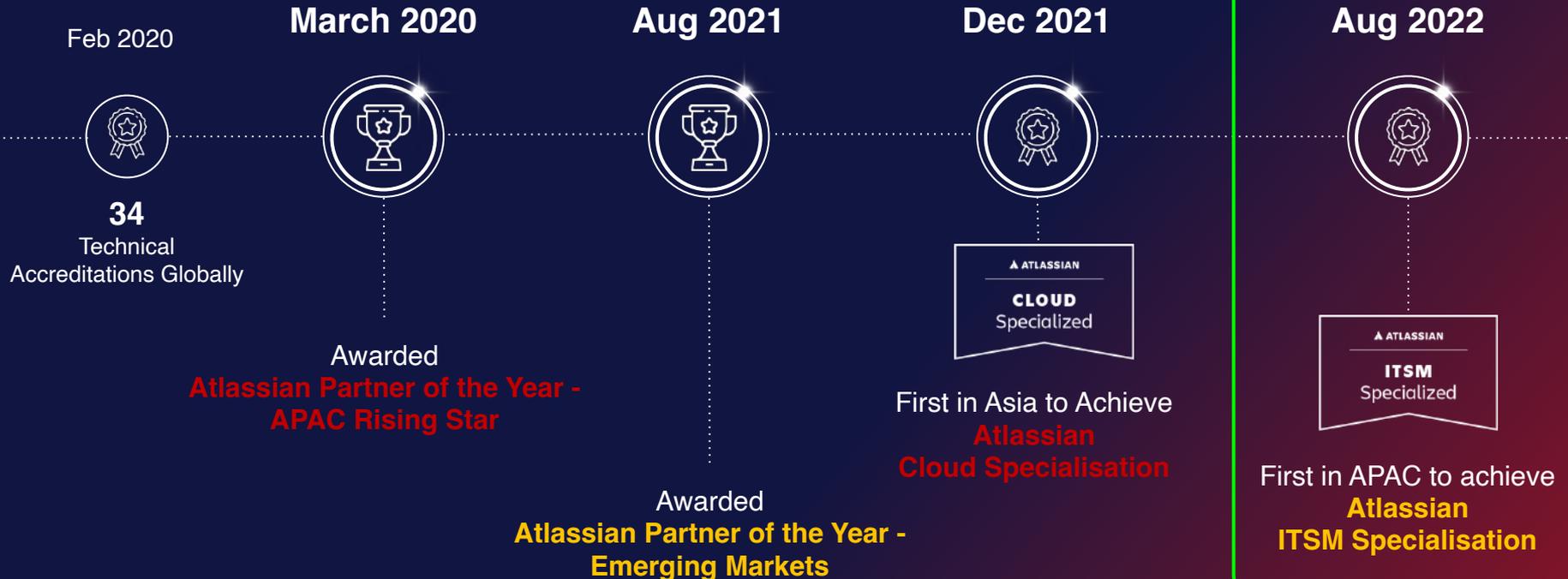
 **dataiku**

 **elastic**

 **mendix**

 **mongoDB**

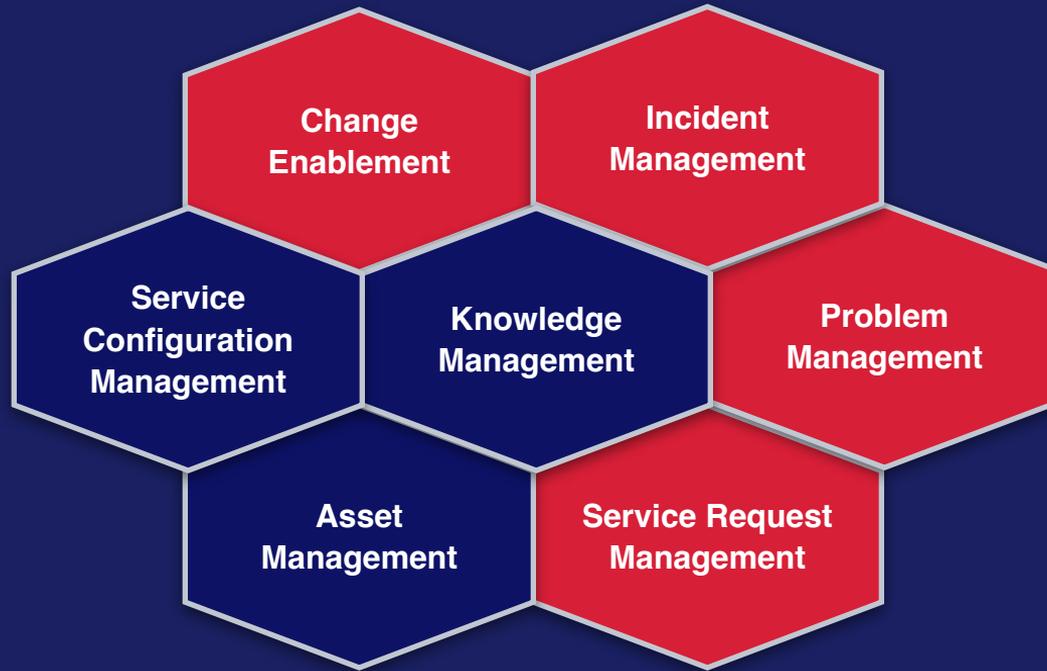
iZeno - Atlassian Partnership Timeline



Atlassian's approach to ITSM

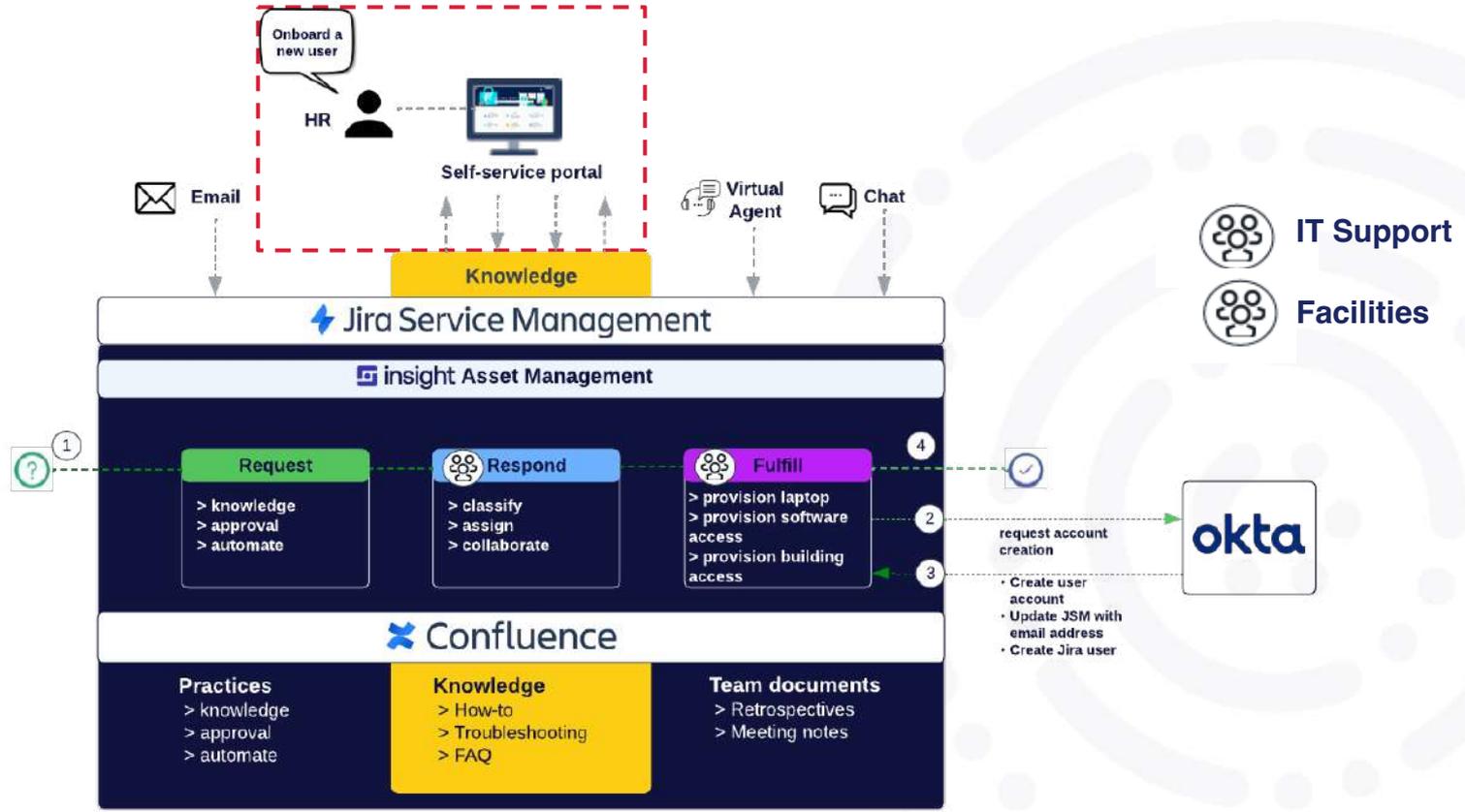


Atlassian's service management practices



**iZeno enables its customers accelerate
Operational Excellence and Business Agility
with Atlassian.**

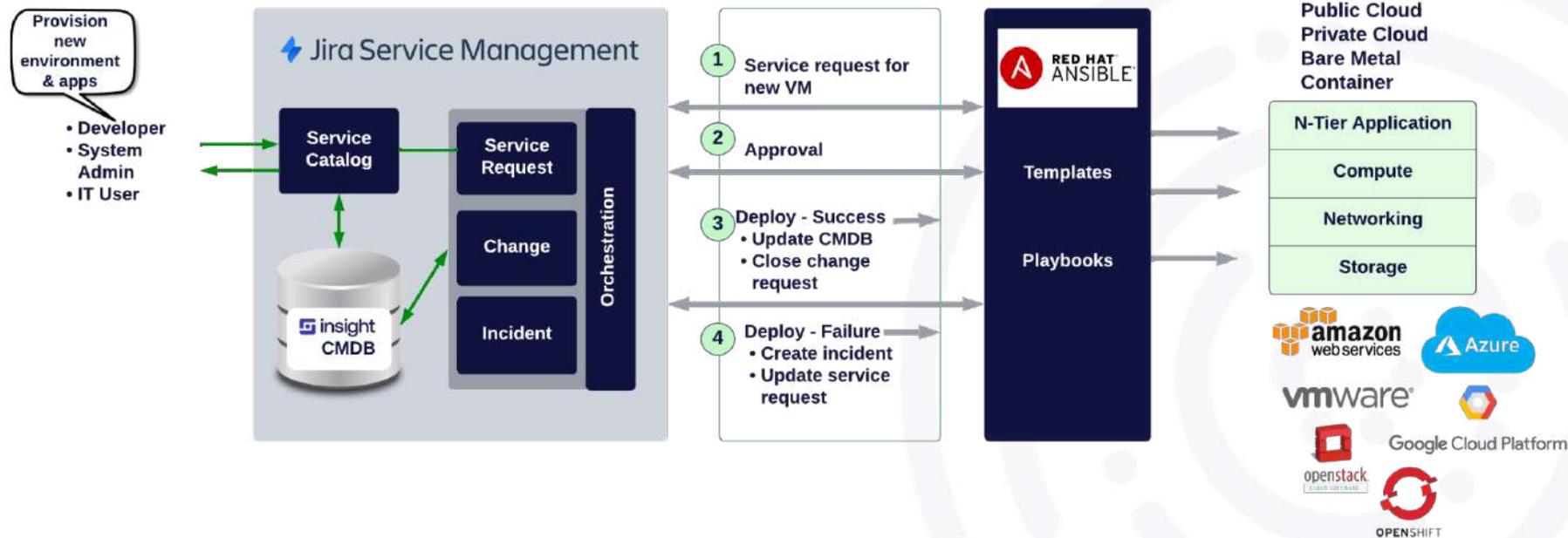
User onboarding service request management



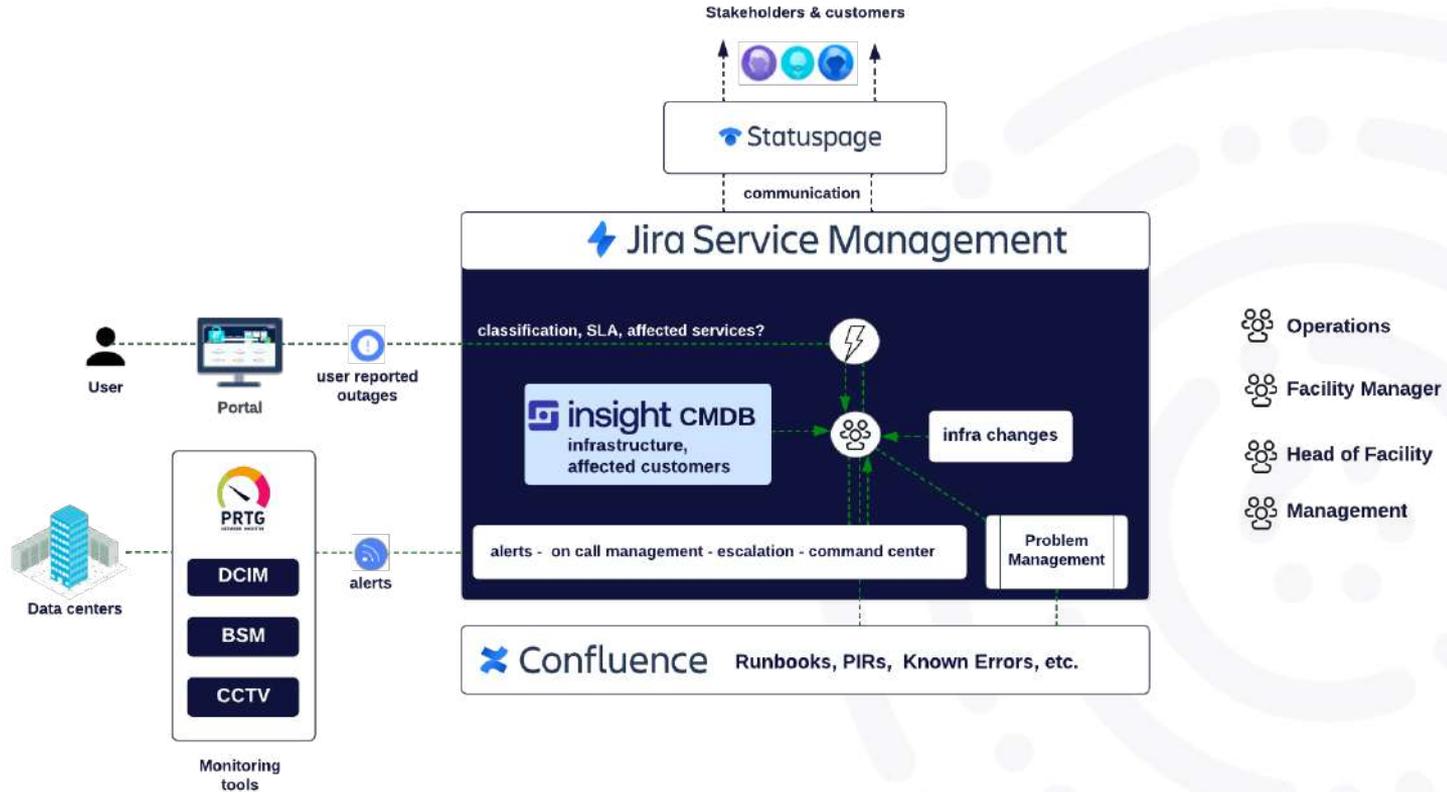
Service management with asset management & CMDB



Power up a new environment provisioning request with Automation



Data center ops incident and problem management



Change enablement in DevOps

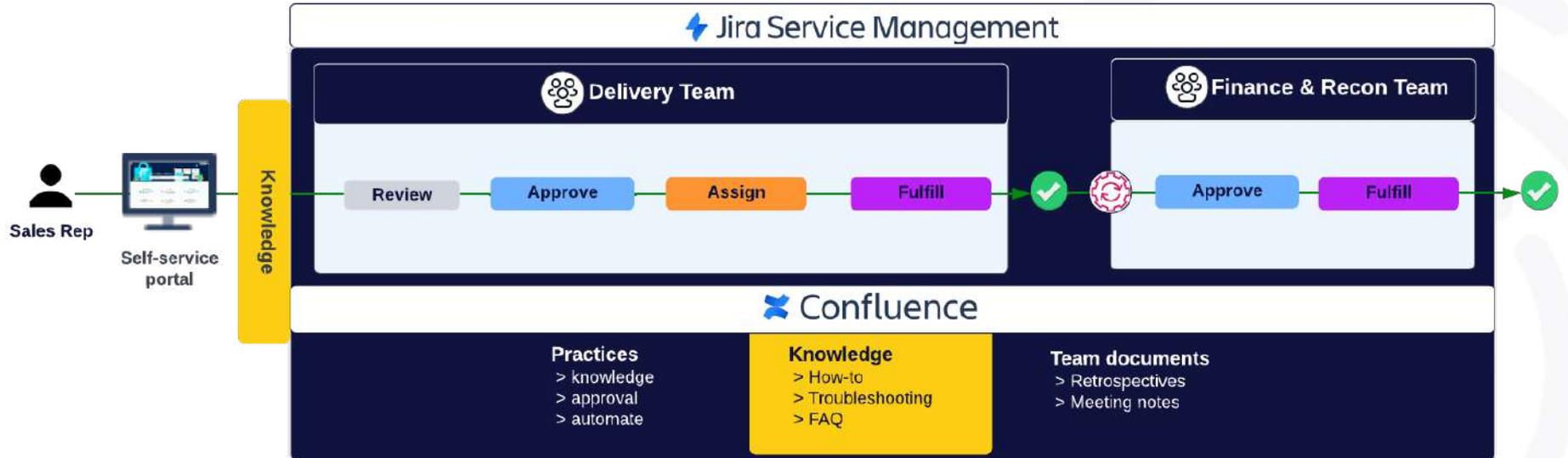


Service management is beyond ITSM.

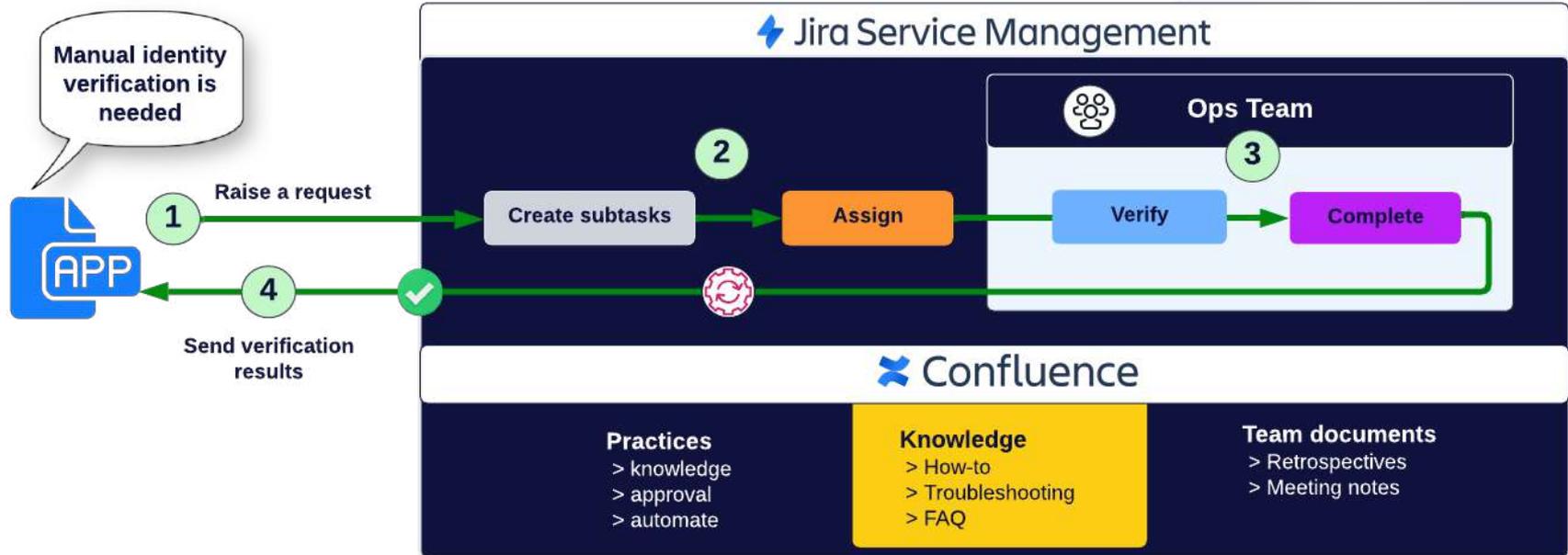
It's ITSM plus Enterprise Service Management

Forrester [defines ESM](#) as “extending IT service management capabilities beyond technology services to address business-centric use cases; managing service demand and supply through a common platform, portal, and service catalog; and speeding up innovation and workflow automation through PaaS/low-code development tooling.”

Client onboarding service management



Raise request from external systems



Key takeaways

- Atlassian's approach to ITSM begins with teams at the center combines with strong culture, proven practices and collaborative tools
- Power up service management with collaboration and automation to deliver value faster
- Service management is beyond ITSM
- iZeno has proven success at enabling our customers accelerate operational excellence, helping IT and business teams deliver value faster



**Your Challenges,
Our Commitment.**