



Say goodbye to an outdated ITSM solution and hello to Jira Service Management!

Part 1 Stop overspending on **ServiceNow** and switch to Jira Service Management

Part 2 It's time for your ITSM solution to grow up: Forget **Freshservice** and try Jira Service Management

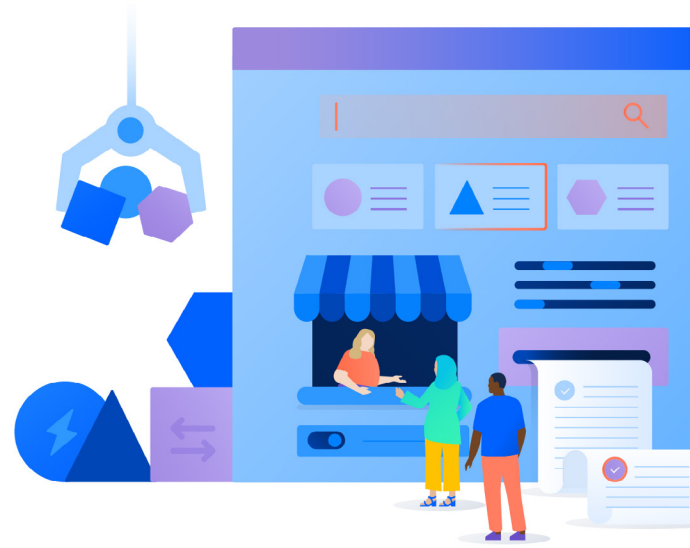
Part 3 Cut through **Ivanti** complexity by switching to Jira Service Management

Part 4 Remedy your **BMC** headaches with Jira Service Management

Part 5 Choose Jira Service Management over **Zendesk** for true peace of mind



Stop overspending on ServiceNow and switch to Jira Service Management



Though ServiceNow is well known in the ITSM world, customers know it best for its steep learning curve, painful upgrades, and sky high costs. That's why many companies are saying "see you never" to ServiceNow and choosing Jira Service Management, the only ITSM solution that unites development, IT, and business teams together on one, flexible platform. With transparent pricing, shorter implementation times, and an easy-to-use interface, Jira Service Management delivers a better return on your service management investment.

Six reasons to choose Jira Service Management

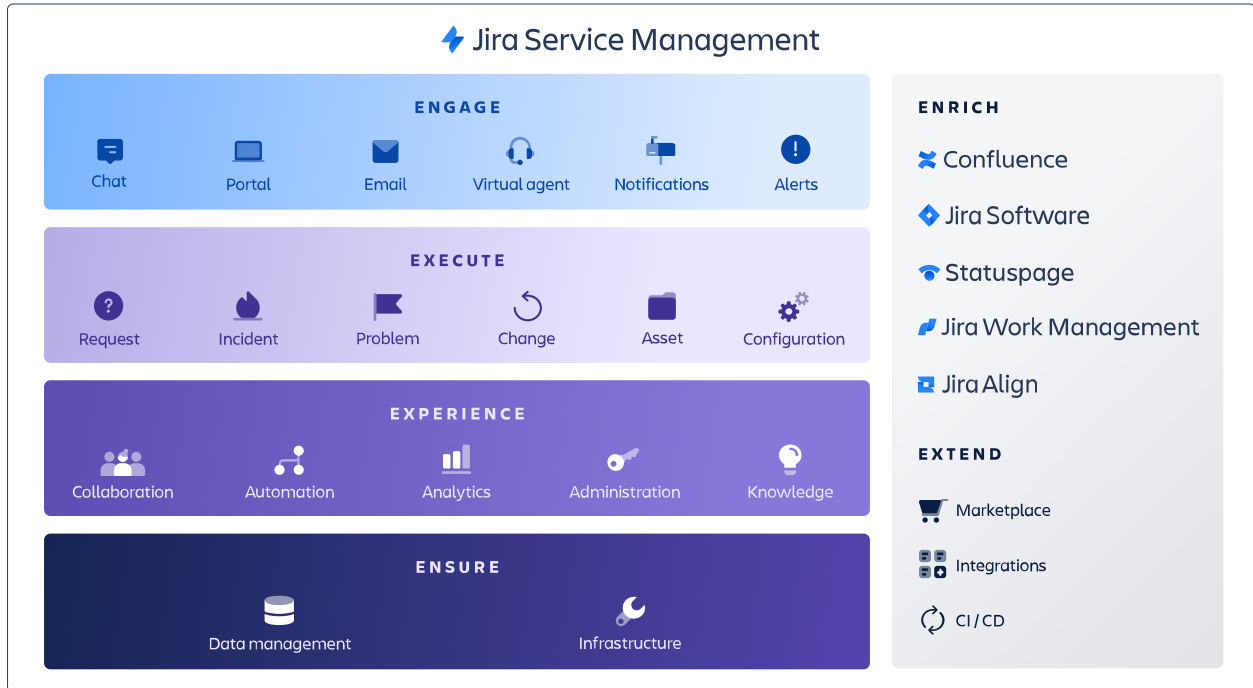
- 1 A better experience for all teams**
With one, unified Jira platform, break down silos and streamline collaboration between Dev, IT, and business teams.
- 2 A more efficient, modern approach**
Eliminate unnecessary feature bloat and use only what your team needs for a high return on investment.
- 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 – no need for endless upgrade cycles and costly consultants to configure and maintain workflows.
- 5 Easily expand without paying more**
With a federated data model, empower teams to work how they want while staying aligned with their org.
- 6 One price, no surprises**
No surprises here – inclusive, per agent pricing, with no extra cost for approvers or requesters.

“ With Jira Service Management, everything started to flow... We could finally link projects and use dashboards between our service management solution and Jira Software...We expect to save 70% this year on licensing costs alone.

RACHID LAGHZAOUNI, MANAGER OF PMO TOOLS, SAINT-GOBAIN

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.

“
All your ITSM competitors are these monolithic solutions that start at a list price of half a million dollars and need an army of consultants to get started.

DAVE TREFF
HEAD OF DIGITAL OPERATIONS,
GINKGO BIOWORKS

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.

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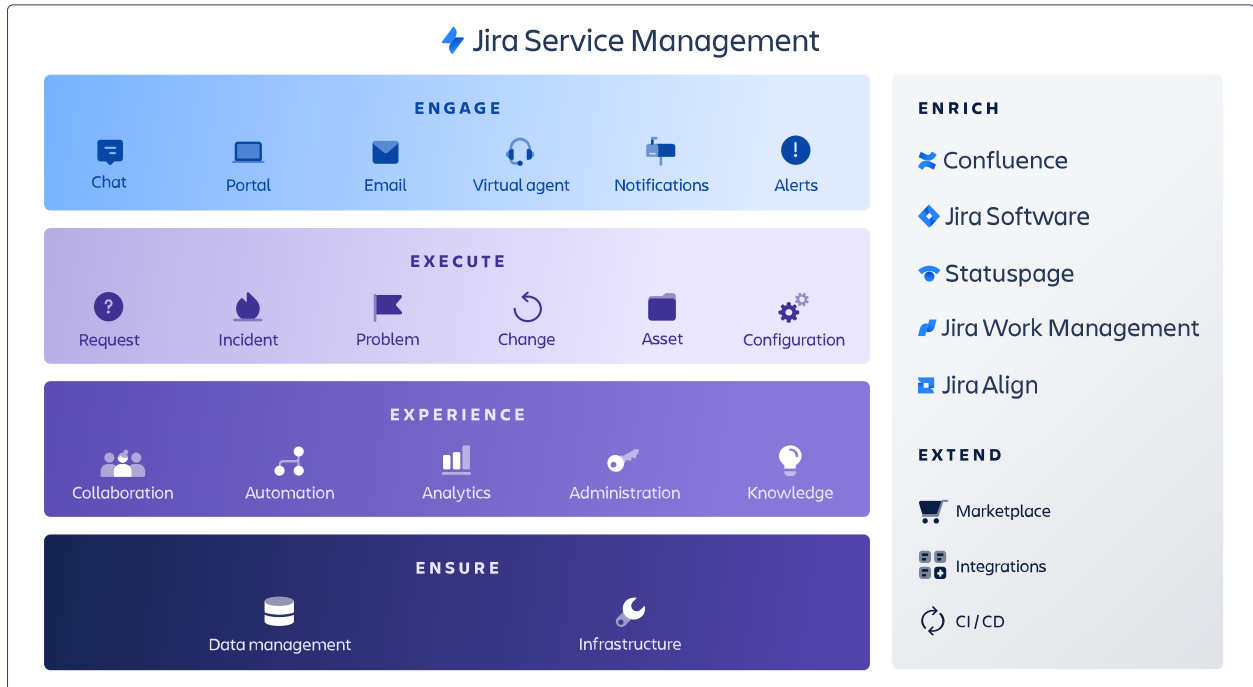
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Easily customize and manage your service desk with a flexible, low code editor and drag and drop interface.
- 4 Robust partner ecosystem**
Work with world-class operators that have deep experience using and implementing Atlassian tools.
- 5 Aggressive 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

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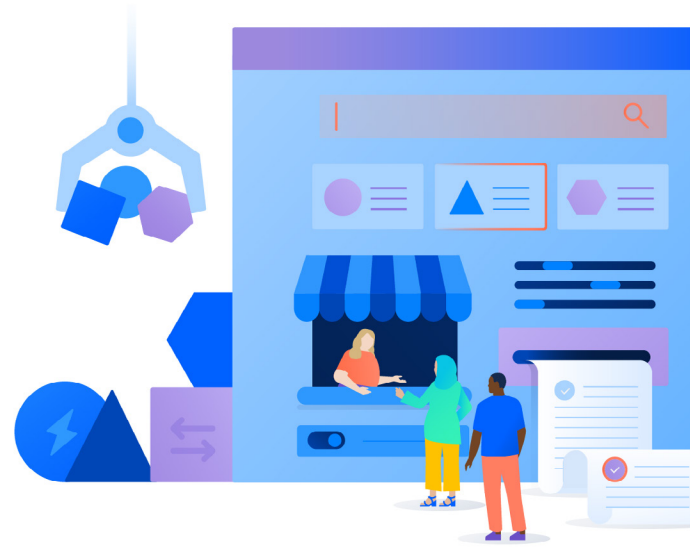
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We chose Jira Service Management to deliver a ‘future-proof’ service management experience we can grow with.”

JOHANNES SIEBZEHRUEBL
COO OF MULTICLOUD AND
INFRASTRUCTURE, ARVATO SYSTEMS

Cut through Ivanti complexity by switching to Jira Service Management



Ivanti Neurons not firing? With little new development and an outdated user interface, Ivanti's hard-to-navigate platform is stuck in the past. Jira Service Management offers a robust, modern alternative with a user-friendly interface that brings development, IT, and business teams together on one flexible platform to deliver high velocity service management without breaking the bank.

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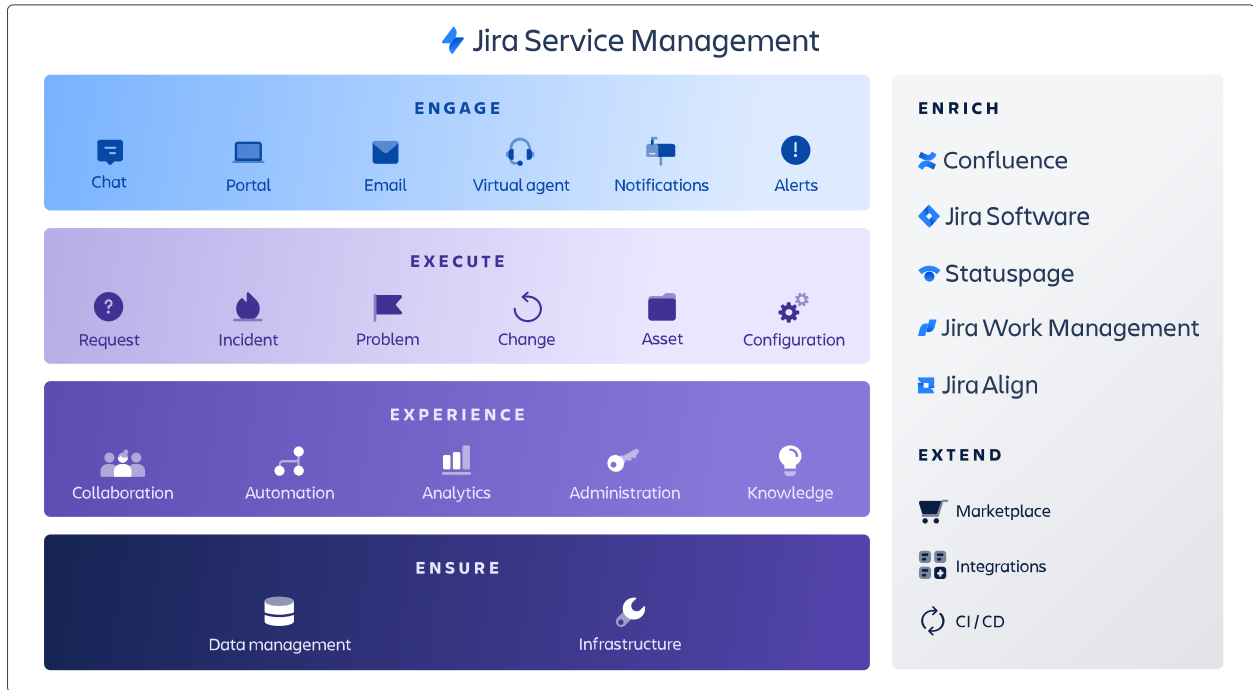
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Easily customize and manage your service desk with a flexible, low code editor and drag and drop interface.
- 4 Fast deployment, faster ROI**
Get started quickly with a robust library of templates and guides – no need for costly consultants to configure and maintain workflows.
- 5 Easily expand without paying more**
With a federated data model, empower teams to work how they want while staying aligned with their org.
- 6 Unparalleled flexibility**
Adaptable workflows easily pivot as your team's needs change, rather than forcing rigid, overly centralized processes or one-size-fits-all approach.

“ With Atlassian, it's easy to get started and spin up a solution.

WENDY STOCKHOLM, DIRECTOR OF BIZTECH, INVISION

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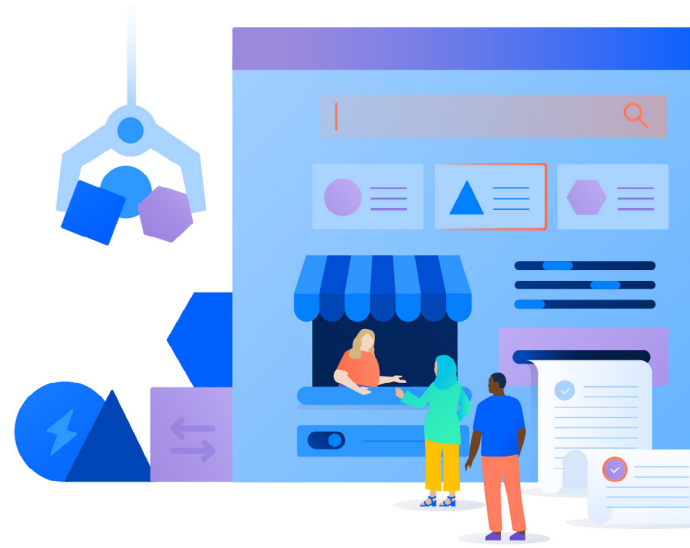
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Jira Service Management has allowed us to centralize our information into one point, making it easy to perform queries or searches, or even simply run reports.

ANDREW TOOLAN
SOFTWARE ENGINEER, CANVA

Remedy your BMC headaches with Jira Service Management



BMC's perplexing product lines and high licensing costs are known to cause major ITSM headaches. Jira Service Management is the perfect remedy, delivering a modern solution that scales without breaking the bank. Unlike BMC's "next gen" offerings that feature a clunky interface and lengthy deployment cycles that put them decades behind, Jira Service Management offers a user-friendly interface that lets teams customize their work while bringing development, IT, and business teams together on the same platform.

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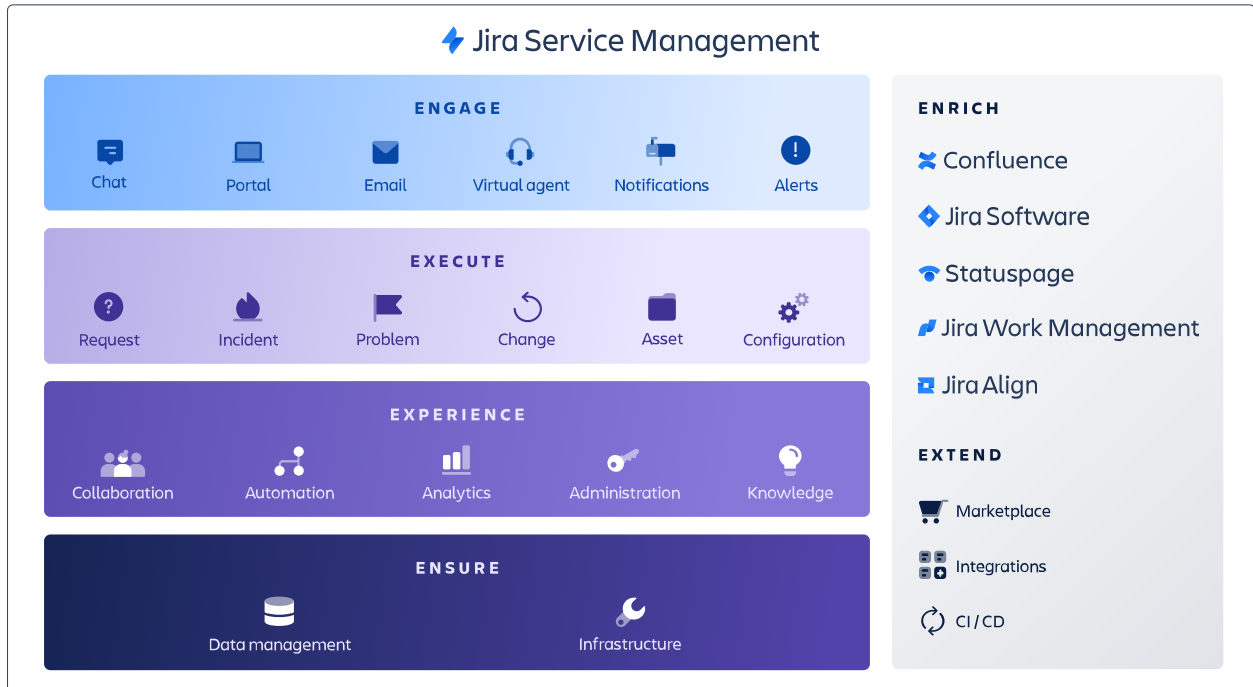
- 1 A better experience for all teams**
With one unified Jira platform, break down silos and streamline collaboration between Dev, IT, and business teams.
- 2 A more efficient, modern approach**
Eliminate unnecessary feature bloat and empower teams with out-of-the-box service management practices like CMDB and DevOps.
- 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 and guides – no need for costly consultants to configure and maintain workflows.
- 5 Faster time-to-value**
Federated model and flexible processes that can pivot as your team's needs change, rather than forcing a one-size-fits-all approach.
- 6 One price, no surprises**
No surprises here – inclusive, per agent pricing, with no extra cost for approvers or requesters, and no unexpected increases and renewals fees.

“ The user-friendly UI and integrations make it easy for our medical experts to get onboarded and start working quickly.

ROMAN BUGAEV, CHIEF TECHNOLOGY OFFICER, FLO HEALTH

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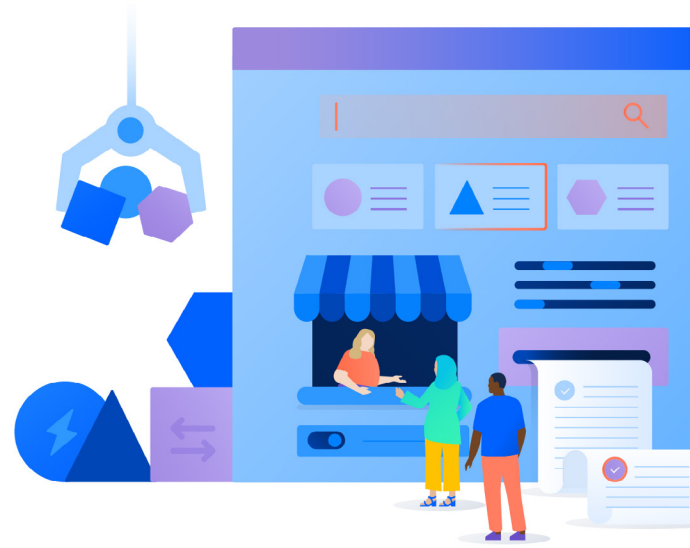
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Atlassian is rapidly becoming the main hub of connection between teams, where everyone can find information and collaborate to deliver more value to our customers.

JOSE LUIS LIZÁRRAGA CASTRO
IT SUPPORT ENGINEER, ENGIE MEXICO

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.

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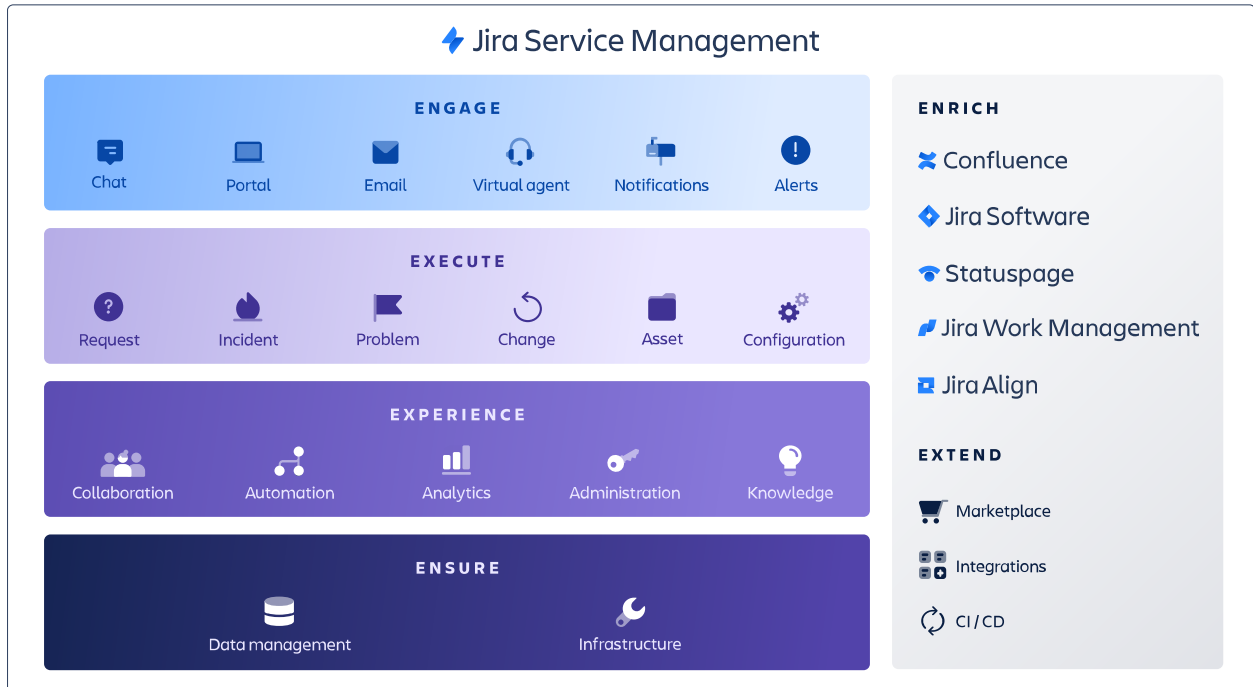
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- 3 User friendly, speedy UI**
Easily customize and manage your service desk with a flexible, low code editor and drag and drop interface.
- 4 Fast deployment, faster ROI**
Get started quickly with a robust set of templates, guides, and features for 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

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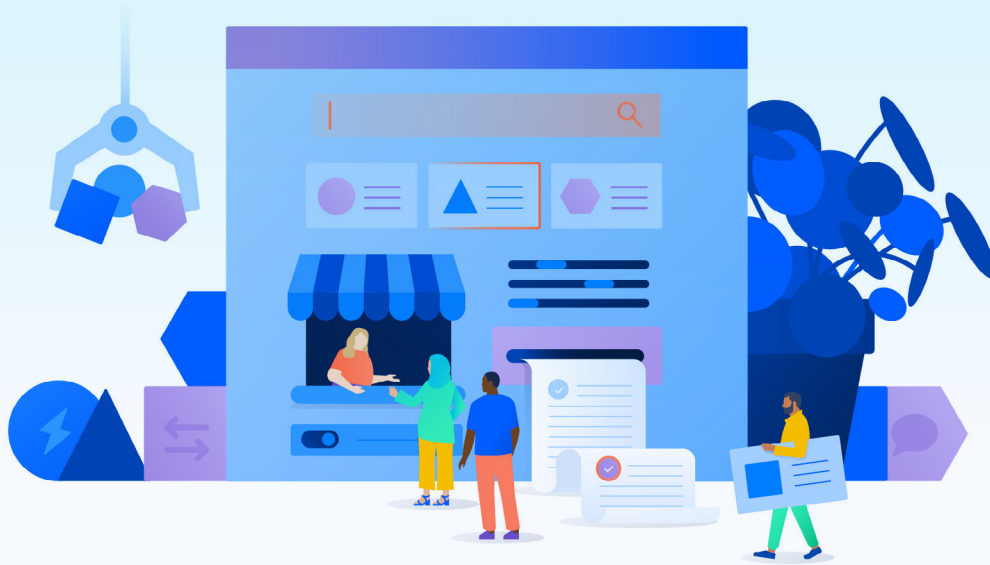
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Jira Service Management gives us more automated change management workflows that are well connected to development work. It's one of the more elegant workflows that I've seen.

JOSH COSTELLA
SENIOR ATLASSIAN SOLUTIONS SPECIALIST,
NEXTIVA



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