isōs technology

ATLASSIAN Platinum Solution Partner ENTERPRISE

ATLASSIAN ITSM Specialized

ATLASSIAN PARTNER OF THE YEAR 2017 Jira Service Desk

ATLASSIAN PARTNER ITSM SOLUTIONS OF THE YEAR 2020

ATLASSIAN PARTNER ITSM SOLUTIONS OF THE YEAR 2021

IT Service Management Bundles

Why ITSM + Isos?

Enabling high-velocity service delivery across your organization can be complex, but it doesn't have to be hard. Isos Technology's ITSM Bundles simplify the deployment of service management for IT and business teams of all kinds. Our expertise and experience make it easy to spin up the appropriate service management environment for your organization using Atlassian tools. We'll implement Jira Service Management (JSM) with best practice configurations and integrations, and help you get value out of your technology investment faster.

The Bundles

Starter

The starter bundle is for IT or business teams who are trying to move away from a manual, email-based ticket process or simple tool to a more effective system. This bundle allows you to start smaller with JSM, but still includes core functionality like a service portal and incident management.

Professional

The professional bundle is for more mature IT or business teams who have outgrown, or aren't getting value out of, another tool. The professional bundle includes everything from the starter bundle, plus functionality like asset management and chat integrations.

Advanced

The advanced bundle is for enterprise IT or business teams. This bundle is perfect for organizations who need the ITIL-compliant framework and configurations from the previous bundles, as well as advanced functionality like event management and integration with monitoring tools.

What's Included

Features/Capabilities/Services	Starter	Professional	Advanced
Incident Management	✓	✓	✓
Problem Management	✓	✓	✓
Change Management	✓	✓	✓
Knowledge Management	✓	✓	✓
Email Integration	✓	✓	✓
SAML SSO Configuration	✓	✓	✓
Service Portal Branding	✓	✓	✓
Basic Service Request Configuration	✓	✓	✓
End User Training	✓	✓	✓
Jira Admin Training	✓	✓	✓
Go-Live & Post-Live Support	✓	✓	✓
Configuration Documentation	✓	✓	✓
Advanced Service Request Configuration		✓	✓
Asset Management/CMDB		✓	✓
Teams or Slack Integration		✓	✓
People Data Feed		✓	✓
Asset Discovery			✓
Event Management			✓