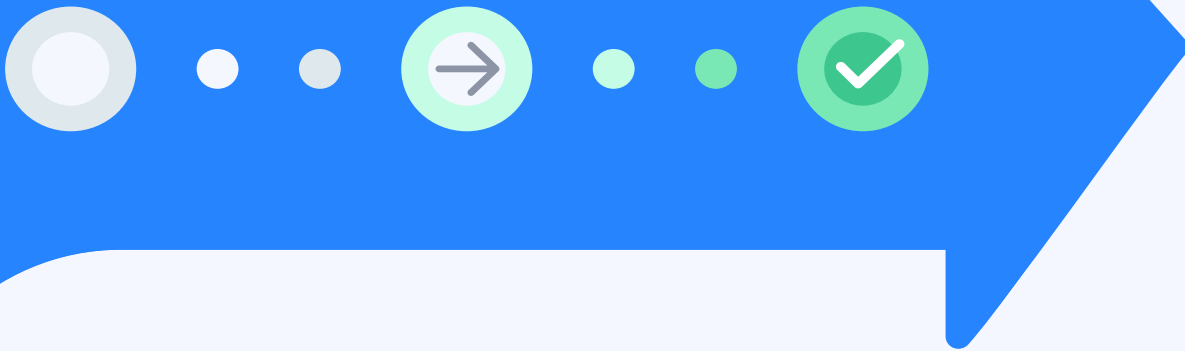


# Isos Technology's **Service Catalog**



Platinum  
Solution Partner  
ENTERPRISE

# Service Management



**Enhanced service satisfaction**



**Quick incident resolution**



**Deliver customer value faster**



**Manage change effectively**



**Develop better products**



**Standardize tooling across teams**



**Scalability & flexibility**

Isos Technology has helped hundreds of organizations implement and optimize service management solutions that make sense for their business. From greater agility and increased collaboration between IT and DevOps, to skyrocketing customer service expectations, teams are facing increasingly complex business demands. Atlassian's Jira Service Management supports IT service management, enterprise service management, incident, change, and asset management. And Isos is the perfect Atlassian Solution Partner to support organizations' transitions to high-velocity service management.

### Our Services:

#### **Jira Service Management Implementation - Improved Service Delivery and Exceptional Customer Support**

Boost customer satisfaction and enhance team productivity with our streamlined Jira Service Management implementation. Simplify the customer support experience from incident management to request fulfillment.

#### **Asset Management Implementation - Streamline with Ease**

Need help streamlining asset management tasks? Our Atlassian powered solution offers a centralized hub, automated tracking, and valuable analytics, all tailored to your specific needs. Enjoy the benefits of informed decision-making, security, and compliance.

#### **Jira Software Implementation - Agile Project Management and Team Collaboration at Its Best**

Accelerate your software development and project management. Jira Software is a powerful platform that empowers your teams to plan, track, and deliver exceptional software projects with agility and efficiency.

#### **Automation Implementation - Empowering Businesses of All Sizes and Diverse Teams**

Are repetitive tasks slowing down your team's productivity? It's time to unleash the true potential of your workforce. Say farewell to manual tasks and embrace streamlined, automated workflows that elevate your business to new heights.

### Who Should Use This Service?

- IT service teams
- Customer support teams
- Internal service providers such as HR, legal, and finance
- Businesses focused on efficiency
- Growing organizations

- Small businesses to large enterprises
- Cross-functional teams
- Growing companies
- Compliance-minded organizations

- Software development teams
- Product management professionals
- Project managers and team leads
- Growing businesses

- Small businesses to large enterprises
- Cross-functional teams
- Teams with high-volume workloads
- Compliance-minded organizations

### **Confluence Implementation - Empower Collaboration and Knowledge Sharing**

Confluence is an efficient and user-friendly platform that transforms the way your organization generates, manages, and distributes information. No more scattered files and disconnected communication. Instead, enjoy a cohesive content management ecosystem that will accelerate knowledge sharing, helping your teams achieve more together.

- Collaborative teams
- Project management professionals
- Remote and distributed teams
- Startups to enterprises

## Service Management Enhancements:

### **Advanced Roadmaps Implementation - Mastering Agile Planning and Project Insights**

This service is designed to supercharge your agile planning and deliver in-depth project visibility, empowering your teams to stay on track, adapt to changing priorities, and make data-driven decisions.

## Who Should Use This Service?

- Agile project teams
- Project managers
- Business stakeholders
- Scaling organizations

### **Atlassian Access Implementation - Secure, Centralized, and Scalable Identity Management**

Atlassian Access is a powerful solution that elevates security across all Atlassian products, providing centralized control and enhancing user access and authentication. Say goodbye to security concerns and embrace a seamless, scalable, and secure identity management experience.

- IT administrators
- Security professionals
- Enterprise organizations
- Organizations with multiple Atlassian products
- Growing businesses

### **Atlassian Analytics Implementation - Data-Driven Insights for Informed Decision-Making**

Atlassian Analytics provides powerful data-driven insights, enabling your organization to make informed decisions, optimize workflows, and improve efficiency. It's time to quit guessing and embrace a data-centric approach to drive success in your projects and operations.

- Project managers
- Business analysts
- Team leads
- Executive leadership
- Data-driven organizations

### **Atlassian Atlas Implementation – Navigating your Path to Success**

Atlassian Atlas is a comprehensive suite of tools that empowers your organization to navigate complex projects, streamline collaboration, and achieve remarkable outcomes. Our implementation services ensure a seamless adoption of Atlassian Atlas, unlocking its full potential to accelerate your success.

- Project teams
- Project managers
- Cross-functional teams
- Growing enterprises
- Data-driven organizations

### **Jira Product Discovery Implementation – Unleashing Innovation and Product Excellence**

Jira provides a robust platform to facilitate product discovery, enabling your teams to uncover customer needs, validate ideas, and innovate with confidence. Embrace a customer-centric approach to product development and unlock the path to unparalleled success.

- Product managers
- Product designers
- Development teams
- Startups and innovators
- Established enterprises

### **OpsGenie Implementation – Empowering Incident Response and Resilience**

OpsGenie is a comprehensive incident management and alerting platform that ensures your teams are always ready to tackle any challenges that come their way. From automated alerting to seamless collaboration, OpsGenie empowers your organization to stay resilient and deliver uninterrupted services.

- IT operations teams
- DevOps engineers
- On-call responders
- Service reliability engineers
- Business continuity professionals

### **StatusPage Implementation – Transparent Communication for Enhanced Service Visibility**

Atlassian StatusPage is a powerful platform that enables organizations to provide real-time updates on service availability, incidents, and maintenance. Embrace transparency and build customer trust by keeping stakeholders informed during critical moments, fostering a positive user experience.

- IT operations teams
- Customer support teams
- Product managers
- SaaS providers
- Businesses with digital services

### Marketplace App Solutions:

#### **BigPicture Implementation - Visualize, Plan, and Execute Projects with Clarity**

BigPicture is a robust project management tool that enhances your organization's ability to prioritize tasks, track progress, and align teams with clear objectives. From high-level portfolio planning to detailed task management, BigPicture empowers your organization to achieve project success with clarity and precision.

#### **Device42 Implementation - Empowering Comprehensive IT Infrastructure Management**

Device42 is a powerful platform that provides a centralized and holistic view of your entire IT environment, from hardware and software to network and cloud assets. Say goodbye to manual data entry and gain full control over your infrastructure with automated discovery, inventory management, and seamless integration.

#### **EazyBI Implementation - Unleashing the Power of Advanced Data Analytics**

EazyBI is a robust business intelligence and data analysis tool that empowers your organization to turn complex data into actionable insights. From visually stunning reports to dynamic dashboards, EazyBI enables you to make informed decisions, identify trends, and drive business growth with confidence.

#### **Extensions for Jira Service Management Implementation - Expanding Your Service Capabilities**

Extensions for Jira Service Management offer a suite of powerful add-ons and integrations that extend the capabilities of your service desk. From automation to reporting and integrations with third-party tools, our implementation services enable you to tailor your service management to suit your unique business needs.

### Who Should Use This Service?

- Project managers
- Agile teams
- Business leaders
- Resource managers
- Organizations seeking clarity and project visualization

- IT operations teams
- IT managers
- Data center managers
- Cloud engineers
- Enterprise IT environments

- Business analysts
- Project managers
- Marketing professionals
- Executive leadership
- Data-driven organizations

- IT service teams
- Customer support teams
- Service desk administrators
- DevOps teams
- Growing organizations

### Jira Workflow Apps Implementation - Streamlining Workflows for Efficient Project Management

Jira Workflow Apps are powerful add-ons that allow you to customize and automate your project workflows, optimizing task management and collaboration. From issue creation to resolution, our implementation services ensure your Jira workflows align seamlessly with your organization's unique processes.

- Project managers
- IT administrators
- Agile teams
- Cross-functional teams
- Organizations seeking efficiency

### Refined Themes Implementation - Elevate Your Jira Service Desk Experience

Refined Themes is a powerful customization tool that allows you to design and brand your Jira Service Desk to match your organization's identity. Create a personalized and intuitive user experience that boosts customer engagement and empowers your support teams to deliver exceptional service.

- Customer support teams
- IT service desk administrators
- Marketing and communication teams
- Organizations with multiple service desks
- Companies focused on user experience

### Rich Filters Implementation - Enhancing Jira Reporting and Data Visualization

Rich Filters is a powerful add-on that extends Jira's reporting capabilities, allowing users to create dynamic and interactive filters for their dashboards. From real-time insights to custom data views, Rich Filters enables teams to make informed decisions and gain deeper insights into their projects.

- Project managers
- Scrum masters
- Business analysts
- Executive leadership
- Data-driven organizations

### Structure Implementation - Improving Project Organization and Management

The structure is a robust project management tool that empowers you to visualize and plan your Jira issues in a hierarchical and organized manner. From portfolio-level overviews to detailed issue tracking, Structure provides the tools to streamline your project workflows and improve collaboration across teams.

- Project managers
- Program managers
- Development teams
- Product owners
- Cross-functional teams

### **Tempo Suite Implementation - Effortlessly Track and Manage Time**

Tempo Timesheets is a comprehensive time tracking solution that integrates seamlessly with Jira, empowering your organization to accurately capture, monitor, and report time spent on projects and tasks. With Tempo Timesheets, optimize resource allocation, streamline billing, and gain valuable insights into project costs and productivity.

- Project managers
- Team leads
- Billing and finance teams
- Consulting and service firms
- Data-driven organizations

### **Xray Implementation - Empowering Comprehensive Test Management**

Xray is a powerful test management tool that seamlessly integrates with Jira, providing end-to-end visibility and control over your testing efforts. From test planning to execution and reporting, Xray enables your teams to deliver high-quality software with confidence.

- Quality assurance teams
- Software testers
- Test managers
- Development teams
- Agile development environments

### **Zephyr Implementation - Enhancing Test Management for Seamless Software Quality**

Zephyr is a leading test management tool designed to streamline test planning, execution, and reporting, ensuring seamless software quality and reliability. From manual to automated testing, Zephyr provides the tools to optimize testing processes and deliver high-performance software with confidence.

- Quality assurance teams
- Software testers
- Test automation engineers
- Test managers
- Agile development environments

## **Practice Solutions: Specialized Expertise for Success**

### **Atlassian Assessment - Unleashing Your Team's Productivity Potential**

Our skilled Consultants will conduct a thorough evaluation of your organization's existing Atlassian ecosystem, processes, and workflows. Through this assessment, we aim to identify areas for improvement, provide tailored recommendations, and implement strategies to optimize collaboration, productivity, and overall business efficiency.

## **Who Should Use This Service?**

- Project managers
- Team leads
- IT administrators
- Business leaders



### **Enterprise Service Management Workshop – Streamlining Business Processes for Organizational Excellence**

Join our interactive workshop, which aims to equip enterprises with the necessary knowledge, tools, and strategies to enhance service delivery, improve customer satisfaction, and promote collaboration among teams. Our experienced Consultants will lead the workshop, providing practical insights and hands-on training to help you maximize the potential of Atlassian tools for enterprise-level service management

- Enterprise service managers
- IT leaders and managers
- Service desk administrators
- Process improvement specialists
- Business stakeholders

### **Fast Track – Accelerating Your Team’s Atlassian Journey**

Maximize the potential of your teams with our Fast Track service. Our experienced Consultants will work closely with you and your organization to identify solutions to current and near-future challenges. They will then craft a tailored approach to implement, train, and optimize for enhanced collaboration, productivity, and organizational success.

- Small to medium-sized teams
- New Atlassian users
- Teams transitioning from other tools
- Project managers and team leads
- Teams seeking efficiency and growth

### **ITSM Workshop – Driving Service Excellence and Efficiency**

Our ITSM Workshop equips your organization with the knowledge, tools, and best practices for service excellence and operational efficiency. Led by experienced consultants, it covers key ITSM concepts and strategies to optimize service delivery, improve customer satisfaction, and align IT processes with your business objectives.

- IT managers and leaders
- IT service managers
- IT support and operations teams
- Service desk administrators
- ITIL practitioners

### **Specialized Consulting – Tailored Solutions for Your Unique Business Challenges**

Get expert consulting services tailored to your business needs and goals. Our team provides customized solutions for IT strategy, process optimization, technology implementation, and organizational transformation. Unlock your organization’s full potential with confidence.

- C-suite executives
- Department heads and managers
- IT leaders and professionals
- Business owners and entrepreneurs
- Organizations seeking innovation

### Hear From Our Satisfied Clients

“Isos Technology migrated the Department of Defense’s help desk to Jira Service Management on a very tight timeline and within their extremely stringent security requirements. Now the DoD benefits from a help desk solution that lets the organization run more efficiently while delivering responsive, high-touch service for all end users.”

– Jim G., OMNITEC (Government Contractor)

### Resources

#### Service Management Success Stories:

[Independent Federal Agency Partners with Isos Technology to Implement Jira Service Management](#)

[Isos Technology Partners with Jostens to Migrate Jira Software to Cloud and Implement Jira Service Management, Assets, & Advanced Roadmaps](#)

[Lufthansa Technik North America Partners with Isos Technology to Implement Jira Service Management and Simplify Asset Management](#)

[CBS Marketing Group Partners with Isos Technology to Streamline Complex Project Management Processes](#)

[Powering the Department of Defense with Jira Service Management](#)

[Government Contractor Using Atlassian Data Center Partners with Isos Technology for Custom Development to Support Stringent Security Protocols](#)

#### Whitepapers:

[How a Single Platform Can Improve DevOps and ITSM Collaboration](#)

[Jira Service Management: A Modern ITSM Solution for an Evolving IT Landscape](#)

[The Case for Jira Service Management: Its Functional and Economic Benefits and How it Stacks Up Against ServiceNow®](#)

[The Impact of Digital Transformation on Asset and Configuration Management How a Modern, Flexible, and Integrated ITSM Platform Can Help](#)

[The Complete Guide to Jumpstarting Automation for Jira Service Management](#)

# Managed Services



**Flexible, scalable support**



**Consultation tiers customized for your organization**



**Cost-effective expertise**



**Long-term partner dedicated to your Atlassian success**



**No need to hire FTEs**



**Expert bench of resources**



**Custom solutions for your needs**



**Global, "follow-the-sun" coverage**

Many companies rely on Atlassian tools to meet business demands across the company because they're flexible, customizable, and affordable. However, internal Atlassian admins often wear multiple hats and don't have the time or expertise to manage the tools effectively which can easily become overwhelming for a resource-constrained team. Atlassian Managed Services are a smart, flexible, and cost-effective solution for organizations to obtain peace of mind by outsourcing the daily operations of their tools to our team of Atlassian-certified experts.

### Our Services:

#### Expert On-Call – Support When You Need It

Experience advanced flexibility and expertise with our Expert On-Call Support. Whether you manage services in-house or require intermittent support our team of experienced consultants is just a call away. Designed to cater to organizations with low demands for Managed Services or those on a budget, this specialized offering ensures access to expert guidance whenever you need it. With the option to include hands-on service hours, you can maximize support while maintaining complete control over your resources.

#### Atlassian Managed Services – Elevate Your Operations with Dedicated Support

Experience a new level of operational excellence with our Atlassian Managed Services. Designed for organizations with the need and budget for comprehensive support, our Managed Services offering provides a dedicated Technical Account Manager and hands-on assistance, ensuring your Atlassian ecosystem runs seamlessly. Whether you're a medium or large business seeking to offload the management of your Atlassian tools or require additional support beyond your in-house capabilities, our Managed Services offer tailored solutions to optimize your operations.

#### Enterprise Services – Experience the Power of Comprehensive Support

Our Enterprise Services offer a comprehensive package tailored for large businesses with thousands of licensed users. At Isos, we understand the unique demands of enterprises, and our experts are here to deliver a customized, high-touch experience that ensures your Atlassian stack operates at its full potential. With a focus on executive-level engagement, hands-on support, and a bundle of services spanning from Agile to Service Management, our Enterprise Services empower you to achieve unparalleled success without the need for additional full-time resources.

### Who Should Use This Service?

- Companies with in-house support
- Small to medium businesses
- Cost-conscious organizations

- Medium and large businesses
- Resource-constrained teams
- Organizations with consistent demand
- Businesses seeking continuous improvement

- Large enterprises
- Organizations looking to fully outsource management of their Atlassian stack
- Businesses seeking customized, flexible, high-touch support
- Organizations with heavy end user demand

### **Project Go-Live Support – Seamlessly Transition with Expert Guidance**

Make your project a resounding success with our Project Go-Live Support. Led by our experienced Managed Services experts, this comprehensive 90 day support program is designed to help your organization transition smoothly to efficient post-implementation operations. Go-Live Support provides you with the practical, high-quality, hands-on support that Isos offers. As project scope varies, we ensure the right resourcing to match your needs, so you get the appropriate level of service based on your project.

- Teams invested in an Atlassian services project
- Organizations new to managed services
- Organizations needing extended support for large projects
- Businesses seeking enhanced operational efficiency

## Hear From Our Satisfied Clients

"The Isos Technology team listened to our concerns and saw our situation through our eyes; they functioned as team members. I've worked with quite a few external vendors and Isos' ability to put themselves in our shoes is really something unique to them."

– Jared W., Children's Miracle Network Hospitals

## Resources

### **Managed Services Success Stories:**

[Children's Miracle Network Hospitals Expedites Project Management Success with Isos Technology Managed Services](#)

### **Whitepapers:**

[The Complete Guide to Atlassian Managed Services Whitepaper](#)

# License Procurement



**Easy and timely  
renewals**



**Expert guidance  
and recommendations**



**Co-termining for  
alignment of  
renewal dates**



**Competitive pricing  
and payment terms**



**Advocacy for  
your organization  
with Atlassian**



**Comprehensive  
license reviews  
when needed**



**Reduced costs for  
internal support  
resources**

It can be extremely difficult for organizations to navigate the complex Atlassian license procurement process—especially if they are new to the rules and procedures. With Isos acting as a representative and liaison between your organization and Atlassian, your teams can skip administrative and purchasing headaches and instead focus on optimizing and using the tools within your organization. Isos' license management services span the entire procurement process, from recommendations, to initial purchase, to renewal and beyond.

### Our Services:

#### Atlassian License Reviews and Recommendations - Maximizing Value for Your Business

Our Atlassian License Reviews and Recommendations service can help you identify and add new licenses that align with your business needs. Our experienced consultants will provide guidance on the best tools and applications to invest in, ensuring that every license fee generates measurable value and substantial ROI. With our support, you'll have the confidence to make informed decisions that optimize outcomes for your business.

#### License Renewal Management - Seamlessly Navigate Atlassian Licensing Landscape

Ensure your Atlassian licensing stays on track with our License Renewal Management service. Our experts handle both core Atlassian and third-party Marketplace software renewals, ensuring timely and compliant license extensions. We streamline vendor communication, provide strategic recommendations, and safeguard your operations from disruptions or penalties. Focus on your business while we manage your renewals, keeping your organization empowered and compliant.

#### License Co-Terming - Simplify Your Atlassian Renewal

Streamline your Atlassian licensing with License Co-Terming. Our service aligns all your licenses to a single renewal date, eliminating the hassle of managing multiple timelines. Our expert consultants ensure a smooth transition, optimizing costs, and enhancing compliance. Simplify your administrative load, budget effectively, and ensure uninterrupted tool access with License Co-Terming.

### Who Should Use This Service?

- Business decision-makers
- IT managers and administrators
- Budget-conscious organizations
- Businesses undergoing growth or change

- IT managers and administrators
- Business decision-makers
- Organizations with third-party software
- Compliance-focused teams

- IT managers/administrators
- Decision-makers
- Organizations with diverse licensing environments
- Efficiency seekers

### Hear From Our Satisfied Clients

"Isos is a one-stop shop for us. They're helping us maximize our Atlassian investment across the organization so we can improve efficiency and scalability like never before."

- Ken H., Able Engineering

# Data & Integration Services



**Reduced hardware costs**



**Easier integration with third-party apps**



**Fast startup and scaling with no effect on performance**



**Reduced costs for internal support resources**



**Setup, maintenance, and support handled by Atlassian**



**Secure access anytime, from anywhere**

We offer services to simplify Atlassian tools. Our experts specialize in data integration, tool customization, and cloud migrations. We help you improve collaboration, streamline processes, and make data-driven decisions. Isos Technology provides custom development and integration services for Atlassian tools, bridging the gap between your unique requirements and available solutions.



## Ground to Cloud Services:

### Ground to Cloud Migrations – Elevate your Digital Transformation

If your organization is currently managing your infrastructure on-premises, our dedicated experts are here to facilitate a smooth migration to the cloud. We understand the pivotal role agility, scalability, and security play in the digital landscape, and our migration strategies are designed to ensure your organization experiences the full potential of cloud technology.

### Atlassian Cloud Migrations – Navigating Cloud Migrations, The Atlassian Way

If you're considering migrating your Atlassian tools between cloud instances or platforms, our trusted experts are here to make the process seamless. At Isos, we understand the importance of preserving data integrity and ensuring a smooth transition, all while maximizing the benefits of Atlassian Cloud.

### Consolidation of Atlassian Instances – Streamlined Collaboration for Enhanced Efficiency

At Isos, we understand the difficulties that arise from having separate instances across different teams and departments. Our experienced consultants specialize in bringing together multiple Atlassian instances to create a unified environment enabling seamless collaboration, standardized processes, and improved visibility.

## Who Should Use This Service?

- Organizations looking to leverage the strategic advantages of cloud technology to innovate and reduce costs
- IT leaders looking to transition your infrastructure while minimizing downtime and ensuring data integrity
- Growing organizations looking to scale without operational disruptions
- Organizations looking to future-proof their business

- Teams and organizations looking to transition your Atlassian tools between cloud instances with minimal disruption
- Organizations who want to leverage Atlassian's advanced cloud security measures for data protection
- Businesses seeking to future-proof their infrastructure and scale

- IT managers looking to simplify administration and enhance collaboration
- Organizations looking to optimize processes and improve visibility
- Enterprises with multiple departments or teams utilizing separate instances seeking to unify their operations
- Organizations integrating multiple instances after mergers or acquisitions

### Custom Development & Integrations Services:

#### **Custom Asset Configuration – Tailored Precision for Your Assets**

At Isos, we understand that every asset is unique, and our expert consultants work closely with you to craft custom configurations that align seamlessly with your business needs. From defining asset attributes to optimizing workflows, we ensure that each asset is accurately categorized, efficiently managed, and ready to drive value for your organization.

#### **Legacy Tool to Atlassian Tools Migration – Modernize your Workflow**

If you're looking to transition from outdated or cumbersome legacy systems to streamlined Atlassian tools, our expert consultants are here to guide you every step of the way. We understand the intricacies of legacy data and workflows, and we ensure a smooth migration process that preserves your data integrity and optimizes your new Atlassian environment for enhanced productivity.

#### **Custom App Development – Solutions for Your Unique Business Needs**

Our team of experts blends extensive expertise in Atlassian tools with advanced development skills to create customized applications tailored to your business requirements. Whether you aim to simplify workflows, tackle distinctive challenges, or explore new possibilities, our personalized apps are crafted to optimize your Atlassian ecosystem and deliver results.

### Who Should Use This Service?

- Organizations looking for tailored configurations
- Teams with diverse or complex asset types
- Growing businesses looking to scale configurations

- Legacy system users seeking to migrate from outdated systems to cutting-edge Atlassian tools
- IT leaders looking to modernize their tech stack
- Business decision-makers looking to align technology with business goals
- Growing organizations seeking to scale operations with a modern toolset

- Organizations looking to align technology with business objectives
- Companies looking to optimize their Atlassian ecosystem
- Organizations with intricate workflows that require specific solutions

### Data Center Services:

#### Data Center to Atlassian Cloud Migration - A Tailored Transition

If you're currently managing your infrastructure in a data center, our certified experts are here to guide you through a highly customized migration journey to Atlassian Cloud. We understand the unique challenges and intricacies involved in migration, and we've designed a comprehensive approach to ensure a seamless transition while preserving data integrity.

#### Data Center Compliance and Regulations - Ensuring Data Integrity and Security

Our services for data center compliance and regulations provide comprehensive solutions by combining our deep knowledge of Atlassian tools with regulatory expertise. We assist you in navigating the complexities of data security, integrity, and compliance, ensuring that your data center operations meet industry standards while taking full advantage of the capabilities of Atlassian tools.

#### High Availability Solutions - Experience Uninterrupted Performance

At Isos, We know that experiencing downtime is unacceptable, and our skilled consultants use Atlassian's best practices to guarantee that your essential systems stay operational even when unexpected difficulties arise. Enhance your business with strong high availability strategies that reduce disturbances and maintain the smooth operation of your Atlassian ecosystem.

### Who Should Use This Service?

- IT leaders looking to transition your data center infrastructure while ensuring minimal downtime
  - Organizations requiring a cloud environment that aligns with specific compliance standards
  - Organizations seeking to modernize their infrastructure, scale with ease, and embrace cloud benefits.
- 
- Organizations looking to ensure regulatory compliance while harnessing the power of Atlassian tools for data management
  - Companies looking to leverage Atlassian solutions to align data center practices with regulatory requirements
  - Organizations in highly regulated sectors seeking a unified solution for compliance and data management
  - IT teams looking to ensure data center operations align with regulations while enhancing efficiency
- 
- IT leaders looking to ensure mission-critical systems are always available
  - Organizations looking to minimize business risks by adopting high-availability strategies
  - Businesses with heavy system usage that require uninterrupted access
  - Sectors where downtime can have severe financial and operational consequences

### **Disaster Recovery – Safeguarding Business Continuity**

Safeguard your organization from unforeseen circumstances with our Disaster Recovery Solutions. Our certified experts acknowledge the importance of data and systems in today's evolving business environment. By blending Atlassian proficiency with disaster recovery best practices, we design and implement strong strategies that guarantee your operations can promptly recuperate from disruptions, reducing downtime and upholding business continuity.

- Organizations looking to ensure business continuity
- Businesses looking to minimize financial risks
- Data managers looking to protect critical data assets and maintain data integrity
- Organizations operating in industries where downtime can have severe consequences

### **On-Premises to Cloud Data Center Migration – Ensuring a smooth Cloud Transformation**

Isos offers on-prem to Cloud Data Center Migration services that help organizations transition smoothly to top cloud platforms like AWS and Azure. Our expertise in Atlassian tools and cloud infrastructure ensures a successful migration that maximizes your business's cloud potential.

- Organizations looking to transition their infrastructure to the cloud while maximizing performance and minimizing risks
- Organizations seeking to embrace the cloud for cost savings, scalability, and enhanced agility
- Growing organizations looking to scale their operations efficiently
- Organizations looking to leverage cloud technology to drive innovations and modernize your tech stack

### **Custom Integration and Customization for Data Center – Customized Solutions to Ensure Efficiency**

At Isos, we recognize that the workflows, processes, and integrations of your organization are unique. Our team of skilled consultants specializes in creating tailored integrations and configurations to ensure your data center operates smoothly, promoting improved efficiency, collaboration, and growth.

- Organizations looking to enhance data center operations by orchestrating seamless integrations and configurations tailored to your unique needs.
- Businesses looking to leverage solutions to align your tools with strategic business goals
- Organizations seeking to automate processes and enhance collaboration

### **Data Center for Enterprise Organizations - Enabling Seamless Digital Operations**

Our services cater to the unique demands of large enterprises, providing advanced capabilities, scalability, and robust performance. As a trusted partner, we understand the complexity of managing mission-critical applications and data. Our experts ensure your organization harnesses the full potential of Atlassian tools while ensuring stability, security, and seamless collaboration across your expansive teams.

- Organizations looking to optimize digital operations and drive innovation
- CIOs and CTOs looking to align technology strategies with business goals
- Organizations with extensive teams requiring seamless collaboration and performance
- Enterprises operating in industries with high data requirements and compliance demands

## Hear From Our Satisfied Clients

“No migration is the same. Adding to the complexity is that the Atlassian Cloud product and migration toolset are ever changing. Isos Technology had the experience to navigate all of that and make it happen”.

– Brent Hatfield, Director of Global Infrastructure Technology, Avalara

## Resources

### Data and Integration Success Stories:

[Isos Technology Partners with Jostens to Migrate Jira Software to Cloud and Implement Jira Service Management, Assets, & Advanced Roadmaps](#)

[Isos Technology Partners with Magnite on Merge-Migration of Four Jira Service Instances into Atlassian Cloud](#)

[Avalara Partners with Isos Technology to Migrate from Data Center to Atlassian Cloud Enterprise](#)

[Choice Hotels Partners with Isos Technology to Migrate from Rally to Jira Software](#)

[Weld North Education Partners with Isos Technology to Merge Two Atlassian Instances within the Cloud](#)

[Isos Technology Partners with GoDaddy on a Large-Scale Migration from Jira Software Server to Cloud](#)

### Whitepapers:

[Know Before You Go: Considerations in Migrating to Atlassian Cloud](#)

[How to Migrate to Atlassian Cloud In 8 Steps](#)

[Migrating to Atlassian Cloud? 7 Key Decisions to Make About Apps](#)

[The Essential Guide to Merging Instances When Migrating to Atlassian Cloud](#)

[The True Cost of Migrating to Atlassian Cloud](#)

[The Essential Guide to Migrating to ScriptRunner for Jira Cloud](#)

[The Essential Guide to Overcoming Migration Obstacles and Accelerating Your Transition to Cloud](#)

# Agile Services



**Shorter time to value  
for Atlassian tools**



**Employee  
Satisfaction**



**Alignment of people,  
best practices,  
and technology**



**Increased  
visibility into  
work and  
outcomes**



**Strategic  
partnership  
for long-term  
success**



**Actionable  
Roadmap  
for Business  
Transformation**

Our agile services can help organizations work smarter by adopting lean, flexible, and efficient new ways of working that are tailored to their specific needs and goals. We understand that scaling agile practices to teams across the entire organization is complex, time-consuming, and challenging. That's why we offer customizable solutions to our clients to align execution with strategy, ensure effective and efficient communication and collaboration among teams, and provide visibility into the work being done and its value. We also offer training, tooling, and guidance to help our clients through the difficult process of organizational change. If you're looking to transform your organization, our agile services can help you achieve your goals.

# Enhancements for Atlassian Based Service Engagements

### Isos Fast Track – Tailored Acceleration for Success

Our Isos Fast Track service is designed to help organizations quickly tackle challenges relating to Atlassian tools and best practices for working and collaborating to reach your organizational goals. We will deep dive into your current setup and work patterns and then guide you toward efficient solutions for greater success.

### Agile Assessment – Insights for Lasting Transformation

Our Agile Assessment service is designed to help organizations optimize their performance and achieve long-term success by tailoring your approach based on data-driven insights. We provide comprehensive view of your organization's level of agility that is benchmarked against other organizations in your industry. We guide you through the process, and clarify an action plan for understanding and addressing opportunities for improvement. Best of all you'll have a data-driven baseline established so that you can show the results of your action plan.

## Who Should Use This Service?

- Organizations seeking to implement or improve adoption and use of Atlassian tools such as Jira and Confluence
- Teams that want to optimize their processes, workflows and adopt best practices
- Organizations in need of customized training and support for Atlassian tools
- Organizations that want to improve communication and collaboration across departments and teams

- Organizations looking for a clear starting point and an accurate assessment of your current progress
- Organizations aiming to accelerate their agility
- Leaders looking to leverage data-driven insights to create and sustain meaningful change
- Teams seeking valuable insights on factors that can hinder or accelerate their transformation to agility



### **Organizational Change Management - Navigating Change, Leading Success**

Let us be your trusted partner in embracing and sustaining meaningful change. We offer proven strategies and support for crafting a change management strategy and communications plan that will help you overcome barriers to change. The result is simple; a better return on your investment and happier end-users. We help you navigate the complexities of change, ensuring that it's not just accepted but embraced.

- Organizations undergoing significant changes, such as Agile adoption, new technology solutions or processes improvements
- Organizations striving to foster a culture of adaptability at all levels
- Leaders who want to ensure that the investments in new technology solutions are fully maximized
- Leaders who want to ensure that their teams are enabled with tailored information for a successful roll-out and adoption

### **Jira Optimization - Maximize your Agile potential with tailored solutions, expert guidance, and real-time reporting**

Our Jira Optimization service is designed to enhance your team's processes, alignment on goals, and unlock the full potential of the data and insights rooted in Jira Software. We offer expert guidance to ensure alignment between your goals, ways of working and Jira configurations. If you're using Jira for Agile project management but feel like you're not getting the most out of it, we are here to help. Our engagement approach allows for quick and meaningful improvements, working from a backlog of priorities that allows for changes as we go.

- Organizations seeking tailored solutions to optimize their processes and gain better insights from Jira Software Dashboards
- Teams that need expert guidance and support to enhance their processes and alignment on goals
- Executives, portfolio managers, program managers, product managers, and other stakeholders who need real-time reports to make informed decisions

### **Master Practitioner - Expert Agile Guidance**

Our Master Practitioner service is designed to support leaders or in-house agile transformation teams in adopting Agile ways of working, including with technology like Jira Align, Advanced Roadmaps and Big Picture. We understand that each organization's agile adoption journey is unique, which is why we offer this, right-sized, just-in-time model of expert guidance. Regardless of which Agile framework or mix of agile methodologies is in play, our seasoned, agile experts provide the support and guidance necessary to achieve your agile transformation goals.

- Organizations looking for just-in-time guidance to support or augment your in-house agile transformation team
- Executives and leaders seeking expert guidance and support for ongoing Agile transformation efforts
- Organizations seeking to align Agile programs with business goals and drive results

### Agile Transformations

#### Foundational Agility – Establishing Effective Agile Teams

Our foundational agility service is designed to establish effective teams that will meet their objectives quickly, with higher quality and with more satisfied customers. With just a small investment of time, we provide your teams with a clear vision of what success means, valuable insights on what might be holding you back, training on agile mechanics and product ownership as well as guidance on addressing systemic inhibitors and enablers to change and agility.

#### Value Delivery Optimization – Improve your Ability to Create & Deliver Customer Value

Our service for increasing value delivery is designed to help organizations optimize what work gets prioritized and when. Maturing your organization's focus from simply being efficient to becoming more effective at delivering value. By adopting a value-driven approach, you can eliminate tasks that do not add value. Our service will help you identify areas where you can improve your value delivery, and provide you with the tools and resources you need to optimize your value delivery operations.

#### Connect Strategy and Execution – Successful Organizational Agility

Our services for connecting strategy and execution are designed to ensure that your practices for alignment are supported by technology and an agility mindset required for success in a volatile and ever-changing environment. We provide your portfolio and executive leaders with the operating model, org design, career path, and portfolio funding guidance required to ensure that your most strategic objectives are driving priorities across the organization.

### Who Should Use This Service?

- Teams wanting to start adopting or improve upon their agile practices
- Organizations looking to establish a strong foundation for agility by creating and enabling agile teams
- Organizations interested in making informed decisions and taking necessary steps towards becoming a truly agile organization

- Organizations that want to take the next step in their agile journey and move towards a value-driven approach to their work
- Teams that want to optimize their operations and focus on eliminating waste, pivoting to delivering work of high value
- Organizations that want to adopt a value-driven approach to their work and prioritize tasks that align with their organizational goals and objectives.

- Organizations looking to transform to a modern operating structure and model.
- Organizations wanting to improve their ability to pivot, responding quickly across the organization to changing market needs
- Organizations wanting to gain greater insights from their enterprise agile planning and portfolio management solutions

### Jira Align Services

#### Jira Align Implementation Services -

Our Jira Align implementation services are designed to support the configuration, training, and adoption of Jira Align as an enterprise agile planning solution, further enabling agility across your organization at scale. Our implementation services for Jira Align will ensure that you're getting the most of its features including, planning across teams of teams, portfolio management, objectives and key results (OKRs), dependency and risk management, and strategic reporting. Jira Align was purpose-built to connect strategy and execution, so it is an ideal solution to create a central source of truth for CEOs, executive leaders, and teams who want to optimize their business outcomes.

#### Jira Align Master Practitioner - Unlock the Full Potential of Jira Align

Our Master Practitioner with a focus on Jira Align and Agility at Scale service is designed to provide organizations with the necessary support to ensure that they are fully leveraging their investment in Jira Align. Our fractional Agile experts provide strategic guidance and support to leadership teams in driving change and ensuring that agile initiatives are on the right course, and enabled with the right configurations in Jira Align.

### Who Should Use This Service?

- CEOs and executive leaders who want to enable their teams to align business strategy with execution.
- Portfolio Managers looking for a unified platform for enterprise agile planning, portfolio management, and enterprise-wide reporting
- Organizations with agility at scale practices in place looking for a technology solution purpose-built to connect strategy and execution
- Organizations who have already adopted Jira Align, but aren't yet getting the expected benefits for their portfolio or executive teams

- Organizations who have already adopted Jira Align, but aren't yet getting the expected benefits for their program, portfolio or executive teams
- Organizations that want to leverage their investment in Jira Align and maximize its benefits.
- Leadership teams that need strategic guidance and support in driving change and ensuring that agile initiatives are on the right course.
- Organizations that want to ensure that their agile initiatives are aligned with their business transformation goals.

# Agile Training and Workshops – Empowering Agile Excellence

Our Agile Trainings and Workshops are tailored to meet the specific context of your organization and team goals. Our trainings cover a range of topics that are designed to help teams and senior leaders work more effectively and efficiently. Agile Trainings and Workshops are available for the following topics:

**ICAgile Certification Training:** This training program offers participants a deep and comprehensive understanding of Agile methodologies and principles, enabling them to apply these practices to their work. By the end of the program, participants will earn an IC Agile certification. The duration of the training is based on the team's unique requirements, ensuring that they receive the necessary knowledge and skills to apply Agile methodologies effectively.

**OKR Workshop:** This workshop helps participants create effective Objectives and Key Results (OKRs) that align their work with their organization's goals and objectives. Participants will learn how to define objectives, set key results, and measure progress.

**Agile ways of working for teams and senior leaders:** An introduction to Agile methodologies, including Scrum, Kanban, and Lean. This training will help participants to better understand Agile concepts and how to apply them effectively in your organization.

**Better ways of working:** Introduce your team to better ways of working, including how to streamline processes, reduce waste, better leverage supporting technology solutions like Jira, and achieve better outcomes. Detailed topics will be recommended depending on your organization's context and desired outcomes. Examples include writing effective user stories, productive meeting design, managing work prioritization, aligning around value, connecting work to strategic objectives.

### Who should use our trainings and workshops:

- Individuals looking to align their understanding of Agile principles and practices with their organization's goals and objectives
- Teams seeking to understand the benefits of Agile methodologies and learn how to adapt them within their organizations
- Leaders interested in learning how to apply Agile methodologies to their work and improve their team's productivity
- Teams wanting to stay up to date with the latest, modern work best practices and apply them in their work context

# Technology Solutions that Support Agile Practices

Isos Technology offers customized implementations and trainings for all of the following tools to help support agile practices and better ways of working. We understand that every organization has its own unique needs and goals, and our approach is tailored to meet those specific requirements.

**Advanced Roadmaps:** A tool that helps companies become better aligned around agile processes, planning, tracking, and creating visibility into work. It is a great entry point for companies that have 500 or fewer developers and teams that adhere to the “bring work to the people” approach.

**Jira Align:** A comprehensive solution for enterprise agility, allowing you to scale Agile practices across your organization. With Jira Align, you can easily align your teams, track progress, and gain insights into your business performance. Our platform offers a range of features, including program management, portfolio management, and Agile reporting.

**Atlas:** The ultimate teamwork directory designed to keep teams in sync and connected across apps and work. Our platform offers a centralized location for teams to manage their work, collaborate in real-time, and stay agile. With Atlas, you can easily connect the dots across teams, apps, and work, no matter where it happens.

**Jira Service Management:** A modern, streamlined experience for incident management, problem management, change management, and more. With Jira Service Management, you can easily manage your IT services, provide exceptional customer service, and improve service delivery. Say goodbye to outdated ITSM tools and hello to agility with Jira Service Management.

**Confluence:** Confluence offers a centralized location for teams to create, organize, and share knowledge. With Confluence, you can easily document your Agile processes, track project progress, and collaborate in real-time. Say goodbye to scattered documents and endless email chains. Experience the power of centralized collaboration and agility.

**Jira Software:** Streamline your Agile processes with Jira Software which offers agile project management, sprint planning, backlog management, and reporting in one seamless tool. With Jira Software, you can easily manage your team’s work, collaborate in real-time, and deliver high-quality products faster. Experience the power of Agile transformation with Jira Software today.

**AllStacks:** A comprehensive analytics platform purpose-built for engineering organizations that comes with out-of-the-box integrations with DevOps tools like Jira Software, GitLab, GitHub, Jenkins, and CircleCI. It is a good fit for companies that are focused on delivering value to customers and want to see how work is progressing, forecast completion dates, and measure and improve overall team performance.

**BigPicture:** A purpose-built tool for project and portfolio management. It is well-suited for companies using waterfall or hybrid work management approaches and those actively scaling their agile practices. With BigPicture, you can build out your solution by adding modules with additional, relevant functionality as you scale your practices.

**eazyBI for Jira:** A powerful business intelligence solution that helps data-driven companies leverage all the information in Jira Software to see how they are progressing toward their goals through custom reports. It also provides the ability to bring in data from third-party solutions, combine it with data from Jira, and develop comprehensive reports.

**Jira Product Discovery:** A tool designed to help product owners capture ideas and insights, prioritize them using a variety of criteria, including effort vs. impact analysis, and engage stakeholders to get feedback and gain alignment. It does this outside of teams' backlogs, but ideas in JPD can be linked to Jira Epics when appropriate.

**Structure / Roadmunk:** Both owned by Tempo, these tools work well as independent solutions for agile projects and portfolio management. They are designed to help companies visualize their work, plan and track progress, and manage resources effectively.

## Hear From Our Satisfied Clients

"No migration is the same. Adding to the complexity is that the Atlassian Cloud product and migration toolset are ever changing. Isos Technology had the experience to navigate all of that and make it happen".

– Brent Hatfield, Director of Global Infrastructure Technology, Avalara

## Resources

### Data and Integration Success Stories:

[Leading Healthcare Technology Company Partners with Isos Technology to Implement Jira Align](#)

[Isos Technology Partners with Jostens to Migrate Jira Software to Cloud and Implement Jira Service Management, Assets, & Advanced Roadmaps](#)

### Whitepapers:

[From Chaos to Catalyst: How Atlassian Solutions Can Help You Correct Misalignment and Supercharge Business Outcomes](#)

[Navigating Scaled Agile with SAFe® and Jira Align](#)

[The Roadmap to Enterprise Business Agility](#)

[Leading through Change: The C-Suite's Role in Enterprise Agile Transformation](#)

[Managing Jira at Scale](#)

[From Chaos to Catalyst: How Atlassian Solutions Can Help You Correct Misalignment and Supercharge Business Outcomes](#)

# Federal Government & DoD Solutions



**Shorter time to value  
for Atlassian tools**



**Top-Level  
Security and  
Compliance**



**Alignment of people,  
best practices,  
and technology**



**Increased  
visibility into  
work and  
outcomes**



**Strategic  
partnership  
for long-term  
success**

At Isos Technology, we understand that modernizing and improving work processes is a top priority for government organizations. However, security, compliance, and cost can often hinder progress. That's where we come in. Our team of specialized experts have extensive experience working with public sector clients to help them achieve their ITSM, Agile, and DevOps goals. Whether you need to deploy tools securely, migrate data, optimize processes, or accelerate transformation outcomes, we've got you covered. Partner with us, and let us help you move your organization's digital transformation forward securely and efficiently.

### **Streamlining Service Management Processes - Optimizing Service Management for Government Efficiency**

Our team of service management experts can assist federal organizations in achieving their IT service management goals, whether they require a new streamlined system or a replacement of their outdated legacy tools. We offer Jira Service Management, which comes with advanced features for managing incidents, requests, changes, and problems. By implementing better processes across your organization, Isos Technology can help improve your productivity, efficiency, and customer satisfaction.

### **Who Should Use This Service?**

- Federal agencies looking to modernize their service management processes
- IT departments seeking to improve their incident, change, and problem management capabilities
- Organizations looking to enhance their customer service and support offerings
- Government contractors looking to meet federal compliance requirements

### **Process Optimization - Maximizing Productivity through Streamlined Processes**

Our process optimization service is tailored to meet the unique needs of federal organizations. Isos Technology specializes in streamlining business-critical workflows such as employee onboarding/off-boarding, badging, and organizational in-processing. Our team works closely with yours to identify process inefficiencies and implement solutions to optimize your workflows, resulting in increased productivity, reduced costs, and improved overall performance.

- Federal agencies looking to optimize their HR processes and improve employee onboarding/offboarding experiences
- Government organizations seeking to streamline their badging and security access control processes
- Agencies looking to improve their personnel security and clearance processes
- Federal departments looking to streamline their critical workflows and improve operational efficiency



### **Organizational Agility - Enhancing Flexibility and Resilience through Agile Methodologies**

Our team of experts help federal organizations embrace the agile methodology and scale agile practices using advanced tools like Advanced Roadmaps and Jira Align. We provide end-to-end support for agile transformations, from initial assessment and planning to implementation and continuous improvement. Isos Technology can help you improve collaboration, increase productivity, and deliver value to your customers faster.

- Federal agencies looking to adopt agile methodologies and practices
- Government organizations seeking to scale agile across their teams and departments
- Federal entities looking to improve collaboration and communication between teams
- Agencies looking to increase productivity and efficiency in their software development and delivery processes
- Federal departments looking to deliver value to their customers faster while improving quality and reducing costs.

### **Data Migration - Seamlessly Migrating Data for Enhanced Operations, Security and Performance**

Our experienced data migration experts help federal organizations securely migrate their Atlassian tools and marketplace apps from Server to Atlassian Data Center or Cloud. Our team of experts ensures a smooth migration with minimal disruption to your business operations. We follow a proven methodology that includes assessment, planning, testing, and execution to ensure a successful migration. With our migration services, you can enjoy the benefits of a modern, scalable, and fully secure infrastructure.

- Federal agencies looking to migrate their Atlassian tools to a more modern and scalable infrastructure
- Government organizations seeking to improve application security and compliance
- Agencies looking to reduce infrastructure and maintenance costs
- Federal entities looking to improve collaboration and communication between teams
- Federal departments looking to streamline their IT operations and improve overall performance.

### **Compliant Marketplace Apps Implementation - Empowering Government Operations with Secure and Compliant Marketplace Apps**

Our service is designed to help federal organizations implement compliant marketplace apps on their Atlassian Data Center environments. We understand that government agencies have unique needs and security considerations, and we provide a solution that combines efficiency, compliance, and innovation.

- Federal organizations looking to enhance their Atlassian Data Center environment with marketplace apps while maintaining regulatory compliance
- Government agencies seeking to optimize their operations and ensure security in their app implementation
- IT teams responsible for managing Atlassian Data Center environments and ensuring compliance with government regulations

### **Security and DevSecOps - Secure Federal Software Development Lifecycles**

Our team of consultants assists federal organizations in deploying Atlassian tools in IL4-IL6 environments. We follow a comprehensive approach to security, which includes risk assessment, vulnerability management, compliance, and incident response. Our experts work closely with your team to ensure that your software development lifecycle is secure, efficient, and compliant.

- Federal agencies looking to deploy Atlassian tools in IL4-IL6 environments
- Government organizations seeking to improve application security and compliance
- Federal entities looking to integrate security into their software development lifecycle
- Federal departments looking to improve their incident response capabilities and reduce the risk of data breaches.

### **Atlassian Licensing Procurement for Government Agencies - Streamlining Licensing Acquisition for Efficient and Compliant Atlassian Solutions**

At Isos, our Atlassian Licensing Procurement service is designed to streamline the licensing acquisition process for government agencies. We specialize in aiding federal organizations in acquiring the necessary licensing for Atlassian Data Center and cloud solutions, ensuring compliance with Atlassian's offerings. Our team of experts works closely with clients to acquire licensing in a timely and cost-effective manner, providing ongoing support to ensure continued compliance. By leveraging our service, government agencies can achieve greater efficiency, productivity, and compliance with Atlassian's offerings, promoting streamlined operations and optimal performance.

- Federal organizations seeking to acquire Atlassian licensing for their data center or cloud solutions
- Government agencies looking to streamline their licensing procurement process and ensure compliance with Atlassian's offerings
- IT teams responsible for managing Atlassian solutions within government agencies

### **Atlassian Support - Enhancing Atlassian Tool Performance through Expert Support and Administration**

Our experts help federal organizations with day-to-day administration and support of their Atlassian tools, along with strategic guidance and best practices. Our team of experienced Atlassian experts provides end-to-end support, from installation and configuration to troubleshooting and performance tuning. We work closely with your team to ensure that your Atlassian tools are running smoothly and efficiently.

- Federal agencies looking to improve the reliability and performance of their Atlassian tools
- Government organizations seeking to augment their existing Atlassian support team
- Agencies looking to ensure compliance and security of their Atlassian tools
- Federal departments looking to leverage best practices and optimize their Atlassian tools for maximum efficiency.

## Hear From Our Satisfied Clients

"Isos Technology migrated the DoD's help desk to Jira Service Management on a very tight timeline and within their extremely stringent security requirements. Now OMNITEC and the DoD benefit from a help desk solution that lets the organization run more efficiently while delivering responsive, high-touch service for all end users."

– Director of IT Services, OMNITEC