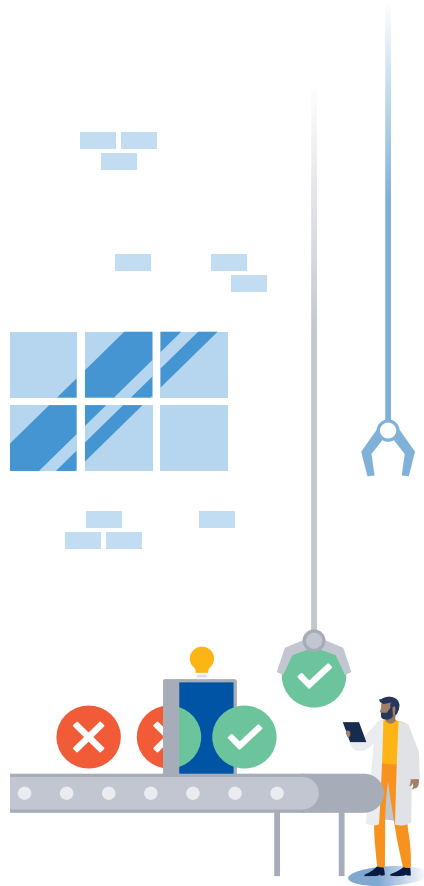


5 reasons your IT team needs Jira Service Desk



1 Increased agent efficiency in the DevOps era

IT teams need to switch to leaner, more agile tools that value ease of use, collaboration, and knowledge sharing over complex, inflexible workflows. Jira Service Desk was built with DevOps in mind, so dev and IT teams can collaborate on one platform and get to the root cause of problems before they escalate.

2 Deflect customer interactions to self-service

The ability to 'shift-left' and deliver quality self-service is a top priority for many IT organizations today. With Jira Service Desk, you can let your customers submit requests via an easy-to-use portal or create an integrated knowledge base with Confluence. Machine learning recommends the right service and learns from every interaction.

3 Avoid ongoing license and maintenance costs

Cost shouldn't be everything when choosing a service desk, but many legacy providers are still charging legacy prices. Complicated contracts, expensive consultants, lengthy implementations, and pricey dev teams dedicated to maintenance and customizations all quickly compound your costs. If you're drowning in these extra expenses, it may be time to take a look at Jira Service Desk.



Based on the *G2Crowd Service Desk Implementation Index Report*, the average ServiceNow implementation takes 4.5 months, while Jira Service Desk takes just 1.2 months.

4 Deliver an open and extensible service desk

Whether you choose to have your tools in a self-hosted environment, public cloud (AWS/Azure), or hosted by Atlassian, we have the options for you. When you're ready to customize your service desk, choose from over 600 compatible apps in the Atlassian Marketplace.

5 Join 25k+ organizations using Jira Service Desk

Jira Service Desk is ITIL-certified by PinkVERIFY™ in request fulfillment, incident management, problem management, and change management processes. It has everything your IT teams need for ITSM, out-of-the-box.



Still using ServiceNow? It's time to switch.

Jira Service Desk is an affordable IT service desk that includes knowledge base, automation, SLAs, and CSAT reporting—starting at only \$20 per month.

What makes Jira Service Desk different?

Built for DevOps

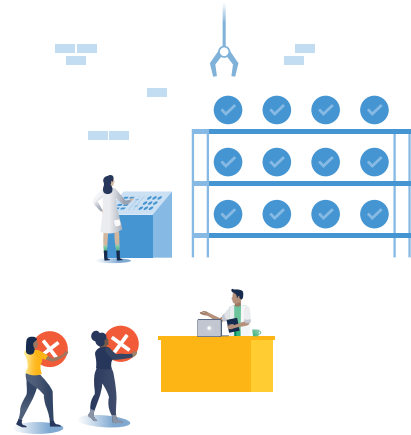
It's the only service desk built on a software development platform that connects IT and dev teams. By linking Jira Service Desk tickets with Jira Software issues, teams can collaborate on the same platform to fix incidents faster and push changes with confidence.

1/5 the price, no hidden costs

Get a fully featured ITSM service desk for \$20 per agent per month instead of \$100 per agent per month. Save \$960 per agent every year. Get transparent pricing and discounts that don't expire.

Lean approach to ITSM

Jira Service Desk provides streamlined ITIL-certified incident, problem, service request, and change management processes. Create change requests without complex approvals, use chatrooms for rapid response, and link incidents to problems in one click.



From ServiceNow to Jira Service Desk: How DHI saved almost \$200k and reduced major incidents by 70%

To foster continued business growth, DHI Group, Inc. needed a service desk solution that was agile, flexible, cost-effective, and easy to use. So they switched from ServiceNow to Jira Service Desk as their ITIL platform for incident, problem, service request, and change management.

Spending millions on ITSM with ServiceNow?

Look how much you could save by making the switch.*



AGENTS **1–100**
SAVINGS **\$1,080–\$101,100**

That's enough to travel the world in first class.



AGENTS **101–500**
SAVINGS **\$102,204–\$562,512**

Hire your favorite rock star to play at your birthday party.



AGENTS **501+**
SAVINGS **\$563,700+**

Buy a private island and name it after yourself.

*Data reflects annual savings for Jira Service Desk monthly cloud pricing. ServiceNow pricing is based on an average of \$100/agent/month.