Total Support Business Case

eficode

Making the case for Total Support and streamlining your Atlassian workforce.

ATLASSIAN | Platinum Solution Partner

Background (Why?)

At <YOURCOMPANY>, our strategy is to deliver the most efficient support to our Atlassian users without compromising productivity. Jira and Confluence are constantly evolving, and so is our business, a lack of dedicated experts managing these essential apps and tools has created a bottleneck in our team. We require a consistent level of service and knowledge that's hard to maintain alongside our day jobs.

Given that Atlassian expertise is not a core competency at <YOURCOMPANY>, significant time is consumed, leaving less room for other crucial activities. Larger project rollouts in Jira, which should be growing the business, get left in the backlog. In this business case, we present the rationale for engaging an Atlassian partner to handle our tools, emphasizing the benefits it will bring.

Objectives

Our goals for supporting Atlassian apps [Objectives]

Implement an outsourcing model for our Atlassian support, that delivers a consistent level of service, including:

- **training for Atlassian users**
- **support and admin to take the burden away from us**
- **consultancy to tackle backlog activities**
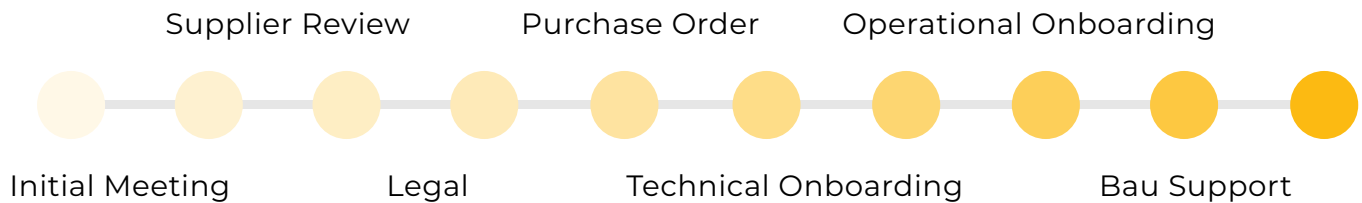- **project work that yields results**

Our team can then focus on their core role responsibilities and deliver business-critical tasks to accelerate our growth.

Timescales

Due to the "always-on" nature of the Eficode support team, <YOURCOMPANY> can get started with this product upon PO to the vendor. The typical onboarding process is completed within one week.

Supplier Review   Purchase Order   Operational Onboarding

Initial Meeting   Legal   Technical Onboarding   Bau Support

Our goals for Atlassian apps

Service level

Eficode has a transatlantic team covering Europe and US time zones for business hours (08:00-18:00), with 247/365 days of service for issues of the highest priority (P1).

Priority	Hours covered	Initial response	Detailed response	Target resolution	Status
Critical	00:00 - 23:59 For 24-hour support option Primary working hours for 10/5 support option	**1** hour	**1** hour	**4** hours	**Every 2 hours**
Major	Primary working hours	**4** hours	**12** hours	**24** hours	**Daily**
Minor	Primary working hours	**8** hours	**18** hours	**48** hours	**Daily**

Our goals for Atlassian apps

Benefits

By delegating Atlassian tasks to an external partner, business owners, along with their teams, can prioritize business-centered objectives like expansion, customer allocation and retention, recruitment, marketing, and sales.

Total Support benefits include:

- **Reduction in costs.**
- **Focused resources.**
- **Improved productivity.**
- **Decreased risk.**
- **Efficiency.**

What are the other options?

Option identification and selection

Atlassian Support

With any Atlassian Cloud subscription or Server/Data Center license, organizations are entitled to support with an SEN (Support Entitlement Number). However, this doesn't always give us the coverage we require. SLAs and response times are limited depending on the tier, and it's more of a hands-off approach compared to what an Atlassian partner can provide.

Atlassian Technical Account Manager (TAM)

An Atlassian Technical Account Manager gives us a dedicated guide, aligning our strategy and planning our journey with the Atlassian applications. However, this isn't a cost-effective solution that fits our company.

In-house

After performing a Total Cost of Ownership evaluation (outlined below), we can conclude that opting for an in-house solution is comparatively less cost-effective than engaging a partner. It also entails additional expenses for recruitment and onboarding.

Total Cost of Ownership

Dedicated Atlassian expert

€58k pa

Based on ITjobswatch median salary for an Atlassian administrator working full-time March 2022.

In-house resources

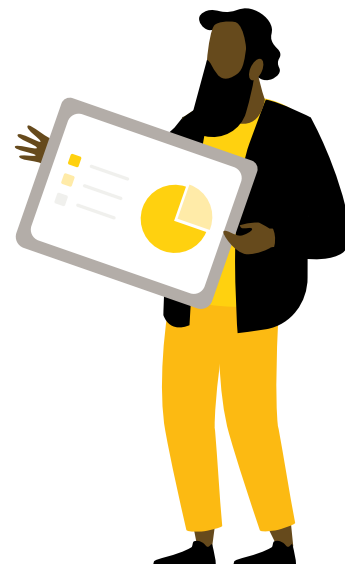# €67k pa

Based on utilising a 4-person support team 50% of the time for Atlassian application management and projects. Median salary of £28,500, ITjobswatch March 2022*.

Total Support

€14k pa

Based on small tier Total Support cost with 24hr support and 50hrs of professional services over 12 months*.

eficode

Financial appraisal

Managing costs is critical for <YOURCOMPANY>. The good news is that part of the business case for Total Support is that it is cost SAVING. This arises from various advantages mentioned above.

The ability to focus our time on what matters most saves <YOURCOMPANY> money. The ability to swiftly obtain effective resolutions to Atlassian issues, enabling prompt resumption of work, enhances staff productivity and, consequently, generates further cost savings.

The table below outlines the Total Support options provided by Eficode:

TEAM	PREMIUM	ENTERPRISE
What you'll get	What you'll get	What you'll get
24 hours*	**∞** hours*	**∞** hours*
✓ Support	✓ Support	✓ Support
✓ Administration	✓ Administration	✓ Administration
60 hours*	**120** hours*	**120+** hours*
✓ Technical consultancy	✓ Technical consultancy	✓ Technical consultancy
✓ Mentoring and coaching	✓ Mentoring and coaching	✓ Mentoring and coaching
✓ Training	✓ Training	✓ Training
✓ Onboarding health check	✓ Bi-annual health check	✓ Quarterly health check
Will increase to €16,100 / year	**Will increase to €32,200 / year**	**Will increase by 10-15% / year**
LOCK IN NOW FOR	LOCK IN NOW FOR	
€13,800 / year	**€28,700** / year	**Book a call**
For smaller teams	Most Popular	For larger teams

*subject to fair usage

In summary...

Conclusion

To summarize our findings, this evaluation has allowed us to explore our approach in providing optimal support to our Atlassian users while ensuring uninterrupted productivity. Total Support emerges as the solution that guarantees access to reliable experts, relieving us of concerns about task assignments within Jira.

By implementing this service, our teams utilizing Atlassian apps can maximize their efficiency, adhering to best practices as a result of the comprehensive training they receive.

Consequently, we recommend considering this option for our business and request approval to proceed with its implementation.

TAKE THE NEXT STEP

Wherever you are in your Atlassian Cloud journey, Eficode is here to help you maximize the potential of your software development processes.

Let us ensure your tools and teams stay ahead of the curve with continuous services, seamless integrations, and expert consulting.

Contact us

Better Made Possible

Eficode is the leading provider of DevOps solutions that drive real impact, with offices across Europe, the United Kingdom and the United States. Eficode empowers organizations to create a software development culture that unlocks their potential with the right ways of working, the right tools, and the right skillset.

Eficode provides a full range of services, from expert consulting and Eficode ROOT Managed DevOps platform, to training and license management. Eficode works with leading DevOps and cloud technology partners, including Atlassian, GitHub, GitLab, AWS, and Microsoft.

Visit **eficode.com** to find out more.

eficode