**▲ ATLASSIAN**

Top three reasons your IT team needs Jira Service Desk

It's time to reconsider your legacy ITSM solution

In today's world of high customer expectations and demand for always-on services, IT teams need to deliver exceptional service, fast. Businesses need a flexible and collaborative ITSM solution, that scales to their needs. With Jira Service Desk, IT teams across the world are accelerating service delivery with less complexity and lower costs. Whether you're just starting to implement ITSM in your organization or you're searching for a better solution, here's why Jira Service Desk is right for you:

1 One platform to unite dev, ops, and support

Built for the DevOps era, Jira Service Desk runs on the Jira platform. Seamless integrations with Confluence, Opsgenie, and Statuspage enable teams to collaborate to fix incidents faster and push changes with confidence.

2 A solution custom fit to your team

Leverage our extensive marketplace integrations and apps to tailor service delivery to your organization's specific needs, without the hassle and bloat of rigid ITSM solutions.

3 Intuitive setup and configuration

Jira Service Desk's codeless setup, straightforward configuration, and templates for common use cases like HR and legal make it easy for any team to deliver great service.
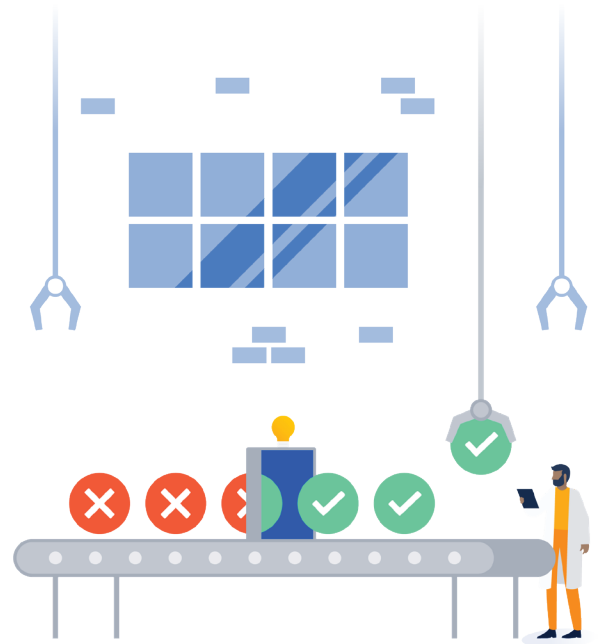
Jira Service Desk is ITIL-certified by PinkVERIFYTM™ in request fulfillment, incident management, problem management, and change management.

Join 25k+ organizations using Jira Service Desk for their ITSM needs.

airbnb   DEPARTMENT OF DEFENSE   puppet

Sotheby's   Square

Still using a legacy ITSM tool? It's time to switch

Jira Service Desk is built for the future of ITSM

It pays to switch

Forrester Consulting's Total Economic Impact™ report on the business impact of adopting Atlassian for ITSM calculated considerable value for teams using Atlassian tools.

246% return on investment	**61%** improvement in agent productivity	**$819K** in savings from retiring legacy ITSM tools

> **When you look at a quarter million dollar solution compared to something that is 25% of that, it was an easy choice.**
>
> **JOE RIESBERG, VP OF TECHNOLOGY,**
> on why DHI switched from ServiceNow

Save hassle

Stop working with clunky systems bloated with confusing features that slow you down. Instead, unite support and dev on the Jira platform and enable smooth, speedy collaboration.

Save time

Shave months off your implementation time. According to the G2Crowd Service Desk Implementation Index Report, the average ServiceNow implementation takes 4.5 months, while Jira Service Desk takes just 1.2 months.

Save money

Jira Service Desk is a fraction of the cost of legacy providers. And, with Atlassian's transparent pricing, you'll never experience sticker shock when renewal time comes around.

Learn more at
www.atlassian.com/jiraservicedesk