CONTEGIX®

Considering Atlassian Cloud?
An 8-Step Decision Framework

**Platinum
Solution Partner**
ATLASSIAN
ENTERPRISE

Introduction

There's no one-size-fits-all approach to cloud migration or implementation. However, there are some universal benefits to selecting a cloud solution that complements your IT operation and provides you with faster start-ups, reduced administrative costs, more efficient upgrades, enhanced security and scalability.

In fact, organizations that migrate to a single SaaS-based model can more clearly define digital processes and workflows, as well as streamline technology and infrastructure in a way that maps to specific corporate goals—placing IT in the driver's seat. Because of these benefits Atlassian is encouraging its users to migrate to the cloud.

This guide will address key considerations when moving your Atlassian deployment to the cloud and best practices for migrations. It will also present variations on cloud deployments, including a hybrid model. Depending on the needs of your organization, this guide will help you determine the best solution for your Atlassian deployment in eight steps.

Table of Contents

Platinum
Solution Partner
ENTERPRISE

Atlassian Deployment Models: The Basics

Server

With server licenses, companies host Atlassian software like Jira and Confluence on their own infrastructure (or use a third party like AWS or Contegix) and customize their own setup. Server is a good choice for companies that:

- Need advanced control, and an ability to manage all of the details.

- Have strict data hosting and location requirements.

- Have compliance needs like HIPAA, FedRAMP, and PCI

- Are experienced with self-hosting applications, have the ability to set up, host and maintain applications on their own servers, or are comfortable leveraging partners

Data Center

A Data Center deployment provides the same functionality as a Server deployment with additional capabilities geared toward enterprise organizations. Data Center is a good choice for companies:

- Where downtime could cause significant financial and operational consequences, such as a major loss of business or risk of regulatory fines.

- Where performance and speed are important, and may be impacted due to a large number of employees using the system at the same time.

- That have evolving security and compliance needs with enhanced security (FedRAMP, HIPAA, PCI DSS).

Atlassian Cloud

With its SaaS solution, Atlassian provides the platform and allows access to their software from their multi-tenant cloud. Cloud is a good choice for companies that:

- Need quick onboarding, as users can start working as soon as they sign up.

- Want to reduce costs, saving money on physical hardware, maintenance, installation and support and other hidden administration costs.

- Have a SaaS-first approach

Atlassian and The Journey to the Cloud

Atlassian recently announced changes to their Server and Data Center solutions. As of February 2021, Atlassian will no longer sell new Server edition licenses, and the price for existing Server license renewals is increasing. By February 2024, Atlassian will no longer support Server products. Additionally, the cost of both Server and Data Center licenses increases in February 2021. Below is a summary of the changes that were announced in October 2020.

Changes to Atlassian Server and Data Center licenses

Date	Change
February 2, 2021	End of sale for new server licenses. Pricing changes for both server renewals and new data center licenses take effect
February 2, 2022	End of upgrades and downgrades
February 2, 2023	End of new app sales for existing server licenses
February 2, 2024	End of support for server products

These changes encourage users to move to Atlassian Cloud. Atlassian Cloud offers the potential for transformative benefits to IT departments and overall business operations. In addition to offering a SaaS-based solution, rapid onboarding, and licensing support, Atlassian Cloud also provides an opportunity for IT department productivity, efficiency and return on investment.
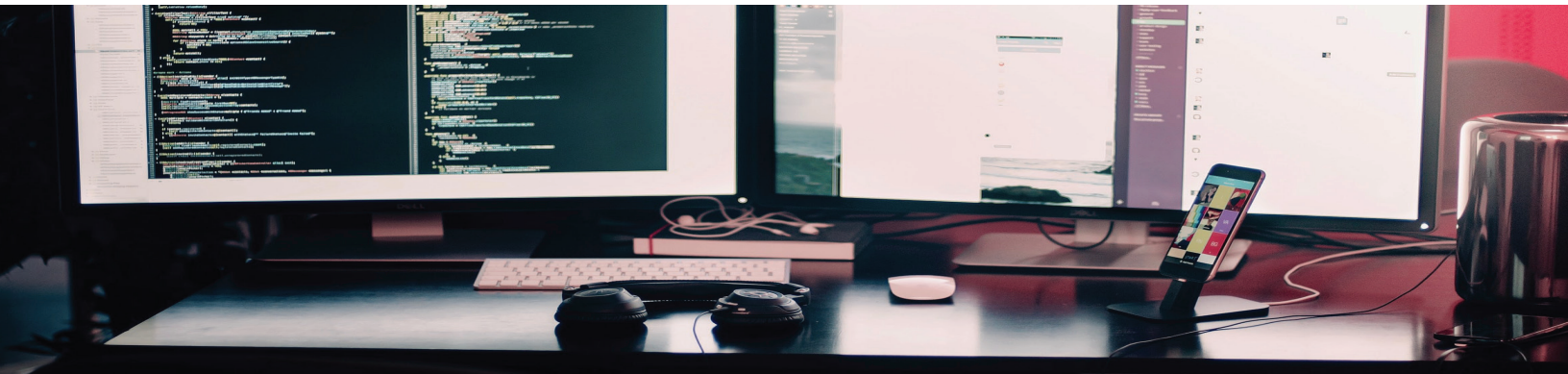
Tasks traditionally performed by the IT department, like security patches and bug fixes, are automated and streamlined in Atlassian Cloud. The added functionality and flexibility alleviates IT team productivity burdens. With Atlassian Cloud, the organization is freed from the administrative overhead associated with a self-hosted option.

8 Cloud Considerations

Moving to a single SaaS model (like Atlassian Cloud), or streamlining cloud operations (if they already exist) through multiple providers like Atlassian, AWS, Google or others, commonly involves several teams, multiple investments and many complications. But it does not have to be that way. Adopting best practices along with the right cloud solution can make a huge difference and set an IT team up for immediate success.

In some cases, Atlassian Data Center may be a more suitable solution than Atlassian Cloud. Compliance requirements, customizations and integrations, plug-in functionality and number of users are some considerations that might make a Data Center deployment or a hybrid environment the most beneficial.

By moving to a Data Center solution, organizations can take advantage of their existing Server edition integrations such as Identity Management, Application Performance Monitoring, DR solutions, or any other API integrations. Taking on additional services may not increase the load proportionately because many of the resources necessary--human or technological-- might be in place and ready to distribute the load easily.

In some cases, Atlassian Cloud may be a more suitable solution than Data Center. A lack of IT resources, a primary need for minimized administrative overhead, or quickly initializing the service may play a role in determining the best option.

8 Cloud Considerations

To ensure the cloud solution selection and adoption phases go as smoothly and cost-effectively as possible, here are critical elements for cloud-bound or cloud-curious IT leaders to keep in mind:

1. Number of Users

The number of users should be a central consideration for IT leaders when selecting the right cloud offering because unplanned user increases beyond the capabilities of the initial infrastructure build can cause poor application performance, long load times, and result in a slow user experience and lack of adoption. Organizations with a large number of users may require a hybrid or multi-cloud solution. These high-user organizations might launch a more complex, costly process to take IT departments from adoption through implementation.

While the maximum limit for Atlassian Cloud is currently 10,000 users, this many users in a single Cloud instance could impact performance. There is no hard-and-fast rule for the optimal number of users on Atlassian Cloud. While the platform is designed to scale, all platforms have practical limitations. As a general guideline, however, Contegix recommends that organizations with more than 2,000 users opt for the Data Center edition to ensure optimal application performance.

2. Plug-in/App Functionality

Before migrating to the cloud, organizations should take stock of plug-ins and applications that will need to be integrated, or at least, coexist with the new cloud infrastructure. Many Server or Data Center edition plugins are not available with Atlassian Cloud. This reduction of functionality could be a major deciding factor for some organizations. Likewise, integrations with external tools may be an issue since there is no customer access to the backend platform for scripting or system-level API calls.

Plugin issues can be difficult to troubleshoot or isolate, and even deciding what plugins offer the best value for your organization in the first place is a complicated process. A cloud migration can make things even more complex, so consider functionality and compatibility with legacy plug-ins as you select and implement a cloud solution. Contegix helps you navigate the plug-in marketplace to determine which ones are most suited to Atlassian Cloud or Data Center, and which ones have great vendor support, free trial installations, and more. Your application instance is unique, Contegix can help you select the best plug-ins for your use case and needs.

8 Cloud Considerations

3. Compliance

It's critical for many organizations that the cloud solution adhere to industry-relevant compliance standards, like HIPAA, PCI DSS and FedRAMP. Prior to migration and implementation, organizations should confirm which compliance standards apply to them and if the Atlassian Cloud solution offers the required compliance. When moving to Atlassian Cloud, you may need to perform additional due diligence to ensure that your data flow and process workflows maintain your required security and compliance.

FedRAMP compliance requires a great deal of focus and specialty. Chances are, your internal IT team and Atlassian application admins are not FedRAMP compliance specialists. One of the biggest advantages of leveraging a FedRAMP compliant provider is that you do not need to reinvent the wheel. You can rely on an existing Authority to Operate (ATO) that shaves off months of deployment timeframes and security compliance management. If you are looking for FedRAMP compliance, consider a Data Center deployment with a FedRAMP authorized provider like Contegix.

4. Disaster Recovery Capability

It's important to understand the level of disaster recovery available prior to migrating and implementing a cloud solution. Organizations should understand what happens when a server is disrupted. Disaster recovery, as defined by Atlassian is "a strategy to resume operations in an alternate data center if the main data center becomes unavailable. Failover (to another location) is a fundamental part of disaster recovery."

Both Data Center and Atlassian Cloud require a disaster recovery ability, and with Atlassian Cloud, limited platforms DR ability is built-in. With Data Center, the IT team or hosting provider is responsible for the Disaster Recovery configuration and SLA compliance. Data Center allows more flexibility to meet DR needs, stringent SLAs, and customized recovery plans, but this comes with greater overhead and administrative burden.

Platinum
Solution Partner
ENTERPRISE

8 Cloud Considerations

5. Support

Regardless of how seamless cloud migration and implementation goes, complementing the software solution with managed services and support is one way to deploy new cloud options most efficiently. Ideally, IT leaders partner with experts that can be reached 24x7 in order to maintain operations through data migrations, network disruptions, bug fixes, disaster recovery and security patches.

It's important to understand the differences in support levels within Atlassian Cloud, and as compared to using Data Center with a third-party support provider like Contegix.

Atlassian Cloud offers 3 levels of support: Standard, Premium, and Enterprise. Enterprise is the most robust offering (and thus the most costly) with the advantage of 24x7 support, dedicated phone support, faster response times, and a senior support team. In all three offerings, a limited number of designated individuals are able to request support. A dedicated Technical Account Manager can be assigned at an additional cost. Organizations that choose Enterprise support will likely spend a minimum of $30,000 - $40,000 per year in additional support costs because the pricing is based on the number of users.

For Atlassian Data Center applications supported and managed by a third party, the support offerings are different. Contegix offers two levels of support: Concierge and Advisor. Both options provide 24x7 phone support and there is no limit to the number of customer authorized individuals who can request help. Similar to Atlassian Cloud, Contegix support costs are also based on the number of users, however Contegix offers tiered support discounts which can result in significant savings for larger organizations.

It is important not to confuse this infrastructure support with in-application support for end-users of Jira and Confluence. End-users will not be able to tell the difference between Cloud and Data Center, so support options for things like setups and configurations are the same for both versions.

8 Cloud Considerations

6. Feature Requirements

When considering a move to Atlassian Cloud or Data Center, it's important to understand the various features available in each offering. The following chart outlines which top features are available in Cloud and Data Center:

Feature	Data Center	Cloud
Encryption in Transit	✔	✔
Encryption at Rest	✔	✔
Security/Privacy Questionnaire	✔	✔
SSO SAML	✔	✔
Password Policy	✔	✔
Uptime SLA (99.9%+)	✔	✔
Security Dashboard	✔	O
Access Logging	✔	O
Isolation of Data to Certain Geo	✔	O
Delegated Administration	✔	O
Enterprise User Management	✔	O
Increased User Limits (10K+)	✔	O
Easy Migration of Add-on Apps	✔	O
Private Infrastructure	✔	X
Content Security Monitoring	✔	X

✔ = Yes   X = No   O = Working on it

Platinum
Solution Partner
ENTERPRISE

8 Cloud Considerations

7. Migration Timeframe

Migrating systems, applications, plug-ins and data to the cloud simply cannot happen overnight. There's no miracle flipping of a switch to stand up cloud operations in a matter of hours, or even days. In reality, successful migrations require weeks of advanced planning and strategic budgeting of time and resources. The actual migration requires hands-on management and maintenance throughout.

A migration to Data Center is more straightforward than a migration to Atlassian Cloud. A Data Center migration comes with similar considerations, although they are generally less resource or schedule intensive.

Contegix expedites the migration process while maintaining a high level of detail with backups as well as multiple rounds of User Acceptance Testing (UAT). Data integrity is extremely important, and Contegix ensures that all of the information currently within a Jira and/or Confluence environment persists to the Atlassian Cloud or Data Center instance. Below is a typical checklist of items we work through while performing a migration:

Atlassian Migration Checklist

❏ Plug-in compatibility checks

❏ Data requirements

❏ User management

❏ Staging, testing and UAT

❏ Scheduling

8 Cloud Considerations

8. Associated Costs

While the migration and implementation phases require investment, IT teams benefit from ROI in the form of reduced administrative costs tied to fixes, patches and support once a new solution is up and running. In the lead-up to deployment or migration, organizations will need to set aside funds to strategically plan for data mobilization, hire staff or enlist an external partner to handle solution-specific issues like compliance and secure license(s) required to run cloud software. They will also need to budget for a support solution.

Atlassian Licensing 101

Between procurement, renewals and updates, cloud software licensing can prove to be a full-time job. In the context of Atlassian, co-terming, or combining, licenses is a complex, often confusing process.

Here are a few steps that can make life easier for IT professionals who license Atlassian Cloud and associated tools:

- **Consolidating Atlassian licenses**: Moving to a one point-of-contact (in-house or external partner) approach helps IT teams cut down on time spent reviewing licensing terms for separate Atlassian products or navigating renewal and upgrade processes required to keep them operational.

- **Making the most of Atlassian's licensing resources**: Keeping Atlassian tools running through licensing updates, renewals and procurement is necessary, but can easily turn cumbersome. Securing dev or temp keys on a recurring basis through Atlassian can help IT teams simplify the licensing process and minimize headaches or disruptions associated with regular licensing responsibilities.

- **Bringing on an external partner fluent in Atlassian**: Working with experts that have extensive Atlassian implementation, licensing and migration experience can dramatically improve the operations and ROI of cloud solutions and tools.

Platinum
Solution Partner
ENTERPRISE

A Bright Future in the Cloud

Implementing a high-performing environment will prove increasingly important for IT leaders challenged to navigate a persistent pandemic, increased online traffic to digital properties and varying levels of demand for 24/7 remote IT support. Now more than ever, benefits of Atlassian Cloud, like built-in compliance, automation, disaster recovery, and scalability will help organizations fortify their digital operations and boost bandwidth to handle whatever the next year brings.

For CIOs and other IT leaders facing economic, technical and remote workforce challenges, the moment calls for assessing the business value of expanding cloud operations. It requires looking at every critical factor, from number of users to disaster recovery and backend accessibility to associated costs (in fact, all eight guidelines outlined above) in order to select the right cloud solution and setup. For organizations already using cloud solutions, it also requires taking stock of current cloud operations to ensure they become optimized in the near-term—and primed to scale regardless of what the future holds.

For more information on how Contegix helps organizations get the most out of cloud infrastructure, visit: www.Contegix.com/Atlassian

About Contegix

Contegix is the only Atlassian Platinum Partner that offers professional services, managed application administration, private and public cloud deployments of Server and Data Center, and award-winning application support services.

Founded in 2003 as Atlassian's first hosting provider, Contegix is committed to helping businesses of all sizes advance their digital collaboration tools.

Platform

Our secure cloud solutions and 24x7 team of support experts keep your tools performing at their best. Our solutions are FedRAMP, HIPAA, PCI DSS, and SOC 2 Type II compliant and our monitoring services ensure your team's work will not get interrupted.

Application

We provide you with a solution architecture and design to customize your implementation. We're also experts at performing mergers, migrations, integrations, installations and upgrades to keep your technology streamlined. We help you navigate the plug-in marketplace, configure your workflows, support your end users and manage your licenses.

Business

We work with project and program management teams to ensure a streamlined and strategic deployment. We are experts in SAFe, Agile, and ITSM and outpace other service providers with our iterative approach. Each of our engineers is 100% Atlassian Certified, and we are ready to help with your strategic planning and design as well as the technical engineering work.