FORTY8FIFTY LABS
ATLASSIAN MANAGED SUPPORT SERVICES TIERS

Forty8Fifty Labs provides Atlassian Managed Support Services from our Cloud Services Operations Center—staffed 24×7 by industry professionals following ITIL service management methodologies. Each of our service tiers includes defined SLAs for problem and incident response. A variety of functional administrative activities such as routine maintenance, security and audit reporting, performance and utilization tracking are included across the supported Atlassian products.

Choose from three service levels for either self-hosted or Atlassian cloud tiers:

ATLASSIAN CLOUD SUPPORT TIERS

	Cloud Basic	Cloud Premier	Cloud Enterprise
Supported Applications[2]	• Jira Core • Jira Software • Jira Service Desk • Confluence • Trello	• Atlassian Access • Jira Core • Jira Software • Jira Service Desk • Confluence • Trello	• Atlassian Access • Jira Core • Jira Software • Jira Service Desk • Confluence • Trello
Atlassian Access Support	Not Included	Included	Included
Active Support Hours	9AM - 5PM, M-F	7AM-11PM, M-F	24x7x365
Included Support Hours[3]	4 hours/week	8 hours/week	12 hours/week
Remote Consulting	Not Included	Up to 3 days/quarter	Up to 5 days/quarter
Atlassian Premier Support	Not Included	Not Included	Included
Atlassian Escalation	Not Included	Included	Included
Other Features		Periodic Usage Reports Health Checks Regular Touch-base meetings Proactive Maintenance	Annual Usage Report Health Checks 3rd-party Apps vetting Proactive and On-Demand Maintenance User Auditing Bi-Weekly Touchpoint Monthly Cumulative Burndown Report License Management

ON-PREMISE (SERVER & DATA CENTER) SUPPORT TIERS

	Basic Support	Premier Support	Enterprise Support
Supported Applications[2]	• Jira Core • Jira Software • Jira Service Desk • Confluence	• Atlassian Crowd • Jira Core • Jira Software • Jira Service Desk • Confluence	• Atlassian Crowd • Jira Core • Jira Software • Jira Service Desk • Confluence • Bitbucket • Bamboo • Fisheye/Crucible
Data Center Support	Not Included	Not Included	Included
Active Support Hours	9AM - 5PM, M-F	7AM-11PM, M-F	24x7x365
Included Support Hours[3]	4 hours/week	8 hours/week	12 hours/week
Remote Consulting	Not Included	Up to 3 days/quarter	Up to 5 days/quarter
Upgrades	Not Included	Not Included	1 Planned Upgrade
Patches	Not Included	1 Emergency Patch	1 Emergency Patch
Atlassian Premier Support	Not Included	Not Included	Included
Atlassian Escalation	Not Included	Included	Included
3rd-Party Vendor Escalation	Not Included	Included	Included
Other Features	Discounted Licensing	Periodic Usage Reports Health Checks Regular Touch-base meetings Proactive Maintenance Discounted workshops, training	Environment Sync Annual Usage Reports Health Checks Regular Touch-base meetings 3rd-party Apps vetting Proactive Maintenance Proactive Auditing