BUYER'S GUIDE

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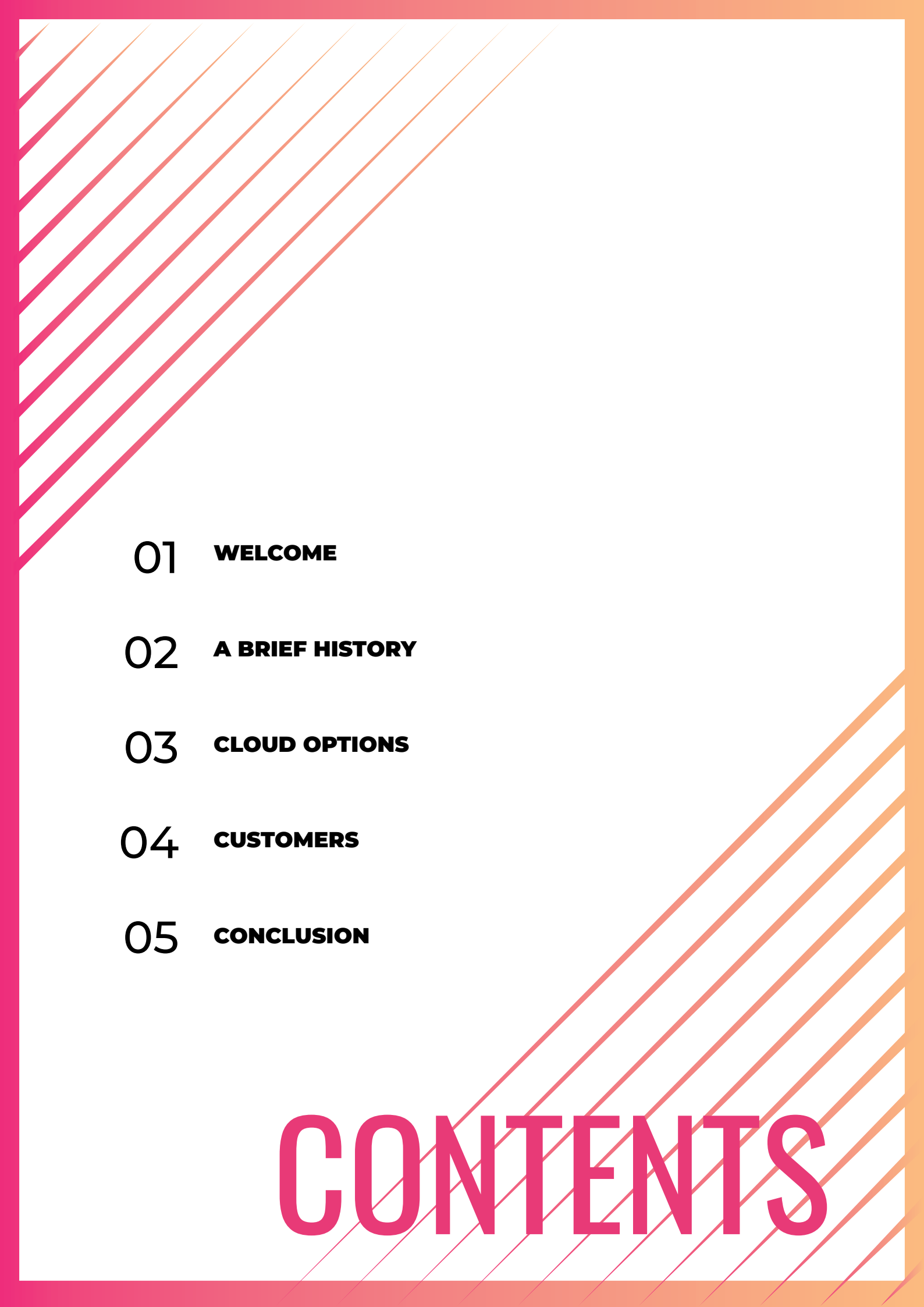
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ATLASSIAN
Platinum Solution Partner
ENTERPRISE

FOR CLOUD IN THE ATLASSIAN ECOSYSTEM

ENABLING LARGE AND SMALL ENTERPRISES TO MAKE AN INFORMED DECISION.

CONTENTS

WELCOME

Now more than ever, Atlassian products and their Cloud deployments are changing. Updated versions of applications such as Jira, Bitbucket and Confluence all contain new features which are key in enabling large and small enterprises to plan, track and collaborate more effectively.

When it comes to deploying Atlassian in the Cloud, there are three options:

Atlassian Cloud
- Atlassian's SaaS offering.

Private Hosted Service
- Deployment of Server or Data Center licenses in a third party managed environment.

Private Cloud
- Deploying Server or Data Center licenses in a self-managed external Cloud infrastructure service such as AWS, MS Azure and so on.

As a leading Atlassian Platinum Solution Partner, we're often asked about the differences between the available options.

This Buyer's Guide aims to help users make an informed decision, by evaluating the unique features, capabilities and limitations of each choice.

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A BRIEF HISTORY

Atlassian's story

In 2002, friends Mike Cannon-Brookes and Scott Farquhar established a software company called Atlassian. They set off by helping customers improve bug tracking in software projects with a tool they named Jira.

Today, Jira is part of a whole suite of leading solutions used by startups, global enterprises and everything in between, helping teams collaborate and complete work more effectively.

Fifteen years' on from the creation of Jira, Atlassian is now a global company listed on NASDAQ with over 3,000 employees and an annual revenue of $1.2 billion! Their products are crucial to organisations who depend on them for collaboration, planning, tracking and task and project completion needs.

Most recently, Atlassian's suite of products have been extended by key acquisitions such as Trello, Statuspage and Opsgenie.

Atlassian Product Suite

PLAN, TRACK, & SUPPORT

Jira Software
Project and issue tracking

Jira Align
Enterprise agile planning

Jira Core
Essential business management

Jira Service Desk
IT service desk and customer service

Opsgenie
Modern incident management

Statuspage
Incident communication

COLLABORATE

Confluence
Document collaboration

Trello
Collaborate visually on any project

CODE, BUILD, & SHIP

Bitbucket
Git code management

Sourcetree
Git and Mercurial desktop client

Bamboo
Integration and release management

SECURITY & IDENTITY

Atlassian Access
Security and control across Cloud

Crowd
Single sign-on and identity management

Clearvision's story

Clearvision partnered with the now billion-dollar company back in 2007.

Before becoming an Atlassian Platinum Solution Partner, they specialised in SDLC tooling in the IBM Rational ecosystem in the late 90's.

They've been helping customers develop software effectively for the last 20 years, and have built up an incredible amount of expertise, helping users achieve their SDLC, Service Management and collaboration objectives, predominantly through a combination of the Atlassian stack and know-how!

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ATLASSIAN CLOUD

Background

Atlassian applications such as Jira and Confluence, are available as a Cloud SaaS model. In addition to the core apps, Atlassian has acquired Cloud services, Trello, Opsgenie and Statuspage, however, these are separate products to Atlassian's native Cloud service which this guide will focus on.

Originally referred to as Atlassian OnDemand (until 2015), Cloud products including Jira, were very similar to their on-prem counterparts, Server and Data Center.

Products such as Jira Cloud, are now based off an entirely different code base to the Server version. Although they have similarities and help customers achieve the same goal, the Cloud version is essentially a different product with its own features, capabilities and separate roadmap to Server products.

Features

· A true multi-tenanted SaaS Server.

· Includes the main Atlassian products, Jira Software, Jira Core, Jira Service Desk, Confluence, Portfolio for Jira and Bitbucket.

· Extensible with 1,000 plus Atlassian marketplace apps.

· Hassle-free deployment.

· Automatic feature and security upgrades.

· SAML compatible.

· Single sign-on capability available via Atlassian Access.

· Real-time security updates and rigorous practices to track and protect information, ensuring teams remain secure and compliant online.

· Scalable - 10 users to 5,000.

· Multiple geographic regions available.

Commercials

· Monthly and annual plans available.

· Free plans available (restrictions apply).

· Subject to Atlassian Cloud Terms of Use.

· Additional costs for Atlassian Premium.

What are the advantages?

· Speed and simplicity of deployment.

· Some new features are only available in Cloud versions i.e. Next-Gen projects in Jira.

· Often, new features will be made available to Cloud before Server. For instance, the Jira mobile app was available on Cloud several years before Server.

· Automatic application version upgrades.

· Increasing number of marketplace apps available circa 1,000.

· Pricing is cost-effective, especially for small companies and teams within larger organisations. This suits a lot of Atlassian customers, making it easier for them to start quickly, with minimal costs and the ability to scale at a later date if required.

Are there any restrictions?

- Data residency is not guaranteed - Atlassian will deploy in the most appropriate region i.e. US or EU, based on user access patterns. Customers can now manually request a location change via a ticket, subject to restrictions.

- Third party access to data - Marketplace apps are deployed on the vendors' own infrastructure. This could be in a different geographic region to the vendor and depending on the nature of the App, access to the data may be possible. As per Atlassian's Cloud Terms of Use, it's the responsibility of the user to ensure security and compliance practices of third party vendors, meet any policies / regulatory requirements.

- Automatic upgrades on Atlassian Cloud are a massive benefit to customers, however, certain users value stability over access to new features, and prefer the ability to schedule and control upgrades around their project release cadence. This mitigates the risk of disruptions at key times i.e. during releases, and manages how and when new features are made available to users.

- Customisations - There are additional restrictions in Atlassian Cloud when compared to Server i.e. scripted fields. This is not an issue for many customers, but it can pose a challenge for larger users of Jira, with complex use cases scaling over multiple teams that require customisations to aggregate data in various ways.

- Scalability - User limit of 5,000 and 250 GB storage limit for standard plans.

- Restricted features in Standard Atlassian Cloud. Standard Cloud does not have an enforceable uptime SLA, and has data capacity limits (250GB per app) with 9 - 5 support. At an additional cost, Cloud premium provides a 99.9% uptime SLA, unlimited storage and 24/7 support.

- Although pricing is competitive, Atlassian Cloud becomes comparatively more expensive with higher user limits, especially when Cloud Premium is required.

- Monthly pricing plans are available, but require a credit card payment, which is often unsuitable for enterprise users.

- Additional charges - It is possible to incur unexpected charges for example, with Bitbucket Cloud users. Users can incur charges if they exceed plan limitations such as build time. Some customers prefer this PAYG approach, while others (typically enterprises), need to know the exact cost of a service to ensure sufficient budget coverage.

- Prepaying for Atlassian Cloud is only possible for a maximum of one year. Some customers have a preference to lock in for longer periods of time (2 - 3 years).

PRIVATE CLOUD

Background

Private Cloud can be defined as the operation of Atlassian Applications in a dedicated private Cloud infrastructure environment, such as AWS or Microsoft Azure.

This is a common option for Atlassian users who often deploy and operate a range of applications and services with external providers.

Features

· Supports the use of Atlassian Server and Data Center products.

· Deployed on Cloud infrastructure of choice; AWS, Azure, Google, etc.

Commercials

· Atlassian software licenses need to be purchased separately.

· Use of Atlassian software is subject to the Atlassian Software License Agreement.

· Separate agreement and terms in place, with preferred Cloud hosting supplier.

· There may be additional charges for licensing related to platform infrastructure. For example Database licenses, Oracle, RedHat, MS SQL etc, if appropriate.

What are the advantages?

· Ability to use Server and Data Center versions of Atlassian products.

· Wider selection of marketplace apps available 3,000+!

· Choice over data residency (subject to location availability, through a Cloud hosting partner).

· No user limitations.

· Flexibility to deploy and scale infrastructure to meet specific needs.

· Greater flexibility around operation management aspects, such as DR and back up procedures.

· Control of timing over application upgrades.

· Allows customers to leverage corporate relationship with Cloud infrastructure providers, (often enterprise Atlassian users will already be operating significant application estates with external providers).

· Atlassian provides deployment guides, a certification matrix, sizing guides and Data Center deployment tech.

· Up to two years license and maintenance / subscriptions can be purchased.

Are there any restrictions?

· Although the infrastructure is external, this is generally a far more hands-on approach.

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- Deployment - The user is responsible for sizing, deployment, and ensuring correct infrastructure is in place. Clearvision can provide assistance.

- Operation Management - The user is responsible for patch management, feature upgrades, back-up and disaster recovery.

- Atlassian does publish various resources that help with the deployment and management of applications, however there are limitations, i.e. Data Center AWS and Azure quick start guides, which are relatively immature and not suited for complex production deployments. Also, they may not be suited to some client preferences concerning configuration, automation and build.

- Total Cost of Ownership (TCO) - Atlassian licenses and maintenance, external hosting costs, additional infrastructure i.e. database licenses and so on.

- Time - There's often an unseen but very real cost experienced by Atlassian users in the form of time. Admins can sometimes spend a lot of it performing day-to-day operations, including patching and investigating errors as opposed to making sure users are making the most out of the Atlassian tool set.

Operating Atlassian in private Cloud should therefore only be considered by those with access to the necessary resources and skills.

CLEARHOST

Background

ClearHost is Clearvision's privately hosted Atlassian Service, with a dedicated virtual private infrastructure, where users can deploy and manage their Atlassian Server and or Data Center apps.

Features

· Supports use of Atlassian Server and Data Center products.

· Deployed on AWS infrastructure.

· No user limit.

· Dedicated virtual environment with dedicated virtual machine per application.

· T-shirt sizing model that provisions infrastructure based on usage.

· Custom sizing available for non-standard use case.

· Supports any Marketplace app available for the Server platform (the majority of plugins).

· Marketplace App data stored in the same environment, hence the nominated hosting region.

· Full customisation options, such as scripted fields.

· Server and Data Center editions of Atlassian tools with full admin privileges.

· Access to database and file systems on behalf of the user.

· 99.9% SLA backed uptime, as standard.

· Includes Atlassian Standard Support.

· Public Internet Access and whitelist domain option.

· Service is ISO 27001 certified.

· Includes non-Atlassian applications often used in conjunction with Atlassian tools such as Nexus.

· UK and US based support and technical staff. Security Cleared staff available.

Commercials

· Annual fee for hosting with support and Atlassian licensing combined in one invoice.

· Use of Atlassian software, subject to Atlassian Software License Agreement.

· ClearHost subject to Clearvision MSA and relevant service schedules.

What are the advantages?

· All the advantages of Server and Data Center versions, without any of the challenges associated with managing the infrastructure.

· Choice over data residency UK, US and EU.

· Peace of mind that infrastructure is sufficiently sized and effectively managed. Clearvision is not only an Atlassian Solution Partner, but an AWS Consulting Partner.

· Larger and more complex Atlassian deployments (such as Data Center) needed to serve enterprises, often require significant effort and expertise to deploy and operate. Customers don't need to manage deployment or management, and can focus on other priorities.

· Upgrade schedule under the control of the customer.

· Customers have the flexibility to carry out their own security testing if required.

· Enterprise level security such as encryption at rest and whitelisting.

· Low set up cost and speedy deployment.

· Storage provisioned in accordance with requirements. Usage can be tracked and additional storage added if required at any time.

· Multi-year pricing - customers get ClearHost pricing for up to three years. Note - Server and DC costs can only be guaranteed for a maximum of two years.

Are there any restrictions?

- Upgrades are not automated and need to be requested and performed by Clearvision. This is subject to a modest but albeit additional charge.

- Although database access is possible, there is no direct access for customers, and requests must be made via Clearvision.

- Limited to the capabilities of Atlassian Server or Data Center applications.

- No access to features available in Atlassian Cloud such as next-gen projects in Jira.

- May have to wait longer to benefit from certain feature updates. Some new features are released to Server and DC after Cloud. For example the Jira mobile app was available on Cloud long before Server.

Annual price comparison example - Jira Software

	25	50	250	500	2000	5000
Atlassian Cloud (Standard)	$1,750	$3,500	$18,500	$28,500	$103,500	$253,500
Atlassian Cloud (Premium)	$3,500	$7,000	$32,500	$46,500	$151,500	$361,500
ClearHost (Server)	$10,943	$14,243	$20,742.9	$38,119	$71,719	$138,906
ClearHost (Data Center)	N/A	N/A	N/A	$55,227	$87,627	$185,856
Private Cloud (Server)*	$3,500	$6,800	$13,300	$26,400	$60,000	$120,000
Private Cloud (Data Center)*	N/A	N/A	N/A	$20,400	$52,800	$132,000

Pricing listed in USD, also available in GBP.

Notes and Guidance

- Jira Software (no marketplace apps).

- ClearHost includes set up, support and upgrades, plus one year service.

- Atlassian Cloud - Price displayed is the annual subscription fee.

- Private Cloud - Pricing displayed is just the Atlassian licensing cost. Individual costs for set up, hosting and management will need to be factored in. The pricing for Atlassian Cloud and ClearHost is TCO.

CUSTOMERS

One of the first things considered when searching for a suitable Cloud, is what others are using.

ATLASSIAN CLOUD

FAIR

California based transportation company Fair, were quadrupling their team over a period of 9 months. With the help of Atlassian Cloud, they were able to grow their business with ease.

"It's easily saved 25% of my time, and it's a way better way to organise information."

Capgemini

Multinational consulting firm Capgemini, uses Atlassian Cloud products to connect their global product team and speed up software development.

"I was surprised by how quickly our teams went agile with Atlassian."

Fugro

Teams within Fugro have been relying on Atlassian Cloud products since 2011 to automate and manage the logistics of their work, so they can focus on innovating products and on expanding their services.

"Our team can focus on innovation that serves our clients."

Intelliflo

Trusted technology experts Intelliflo, were using Jira internally when they decided to adopt Confluence too. They realised they needed to reduce the time internal resources were spending away from day-to-day tasks. Within 48 hours they migrated their Jira instance over to a hosted version.

"Our Atlassian tools are critical, it's really important they are always working so it helps us focus on our core business knowing that we've got someone else dealing with critical applications for us."

https://hubs.ly/H0m0yN80

Aer Lingus

Ireland's national airline Aer Lingus, sought the help of Clearvision after adopting Jira and Confluence to integrate existing third party apps with the Atlassian stack. Clearvision helped them benefit from added functionality, such as LDAP integration and complete flexibility around Atlassian plugins. Aer Lingus can now focus their energy on activities which add value to the business, knowing Clearvision's dedicated support team is always available.

"With Clearvision's support and excellent turnaround on tickets raised, our end users have experienced very little impact."

https://hubs.ly/H0m0x-r0

Digitas

Connected marketing agency Digitas, needed to migrate their Atlassian stack over to the Cloud. Having worked with Clearvision for ten years they trusted their ability to perform the migration. Clearvision provided support throughout the entirety of the project to ensure the migration went smoothly. Digitas now enjoy an environment that's not only easy to maintain, but upgrade as well.

"We worked with project managers and consultants, who helped us throughout the course of the migration which was ultimately a success."

https://hubs.ly/H0m0yPl0

CONCLUSION

The most important factor to consider when choosing the right Cloud, is understanding requirements and the capabilities of the options available.

Over the years, we've worked with a number of customers who've selected a certain option only to realise at a later date that a different one may have been more fitting. This creates an issue in itself, as migrating between platforms presents an additional cost and risk.

Consider what (if any) policies you must adhere too such as data residency, security compliance and so on. Consider the requirements of your team, will they need a higher level of customisations? Scalability? Is this likely to change over time?

Understanding the different options available is key. Don't assume going all in with one is the answer; many customers choose to consolidate their Atlassian applications into a centralised instance, while others operate a federated approach. Often clients adopt a hybrid approach, and operate a combination of Atlassian Cloud, ClearHost and Private Cloud, selecting the most appropriate one for the given use case.

Get it right the first time around, by taking the time to research and ask for advice ■