

ATLASSIAN TOOLS SUPPORT

Comprehensive package -
comes with a dedicated support
team and extensive coverage.



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WIDE COVERAGE

Support covers all of your Atlassian tools and instances of the tools. If you have more than one Jira instance, one support contract will cover them all, as well as your Atlassian-verified Marketplace apps.

WHAT'S INCLUDED?

- Support cover for all Atlassian tools.
- Break/fix support.
- Support and guidance for Atlassian-verified Marketplace apps.
- Post-incident investigations.
- Remote support.
- Major incident assistance.

CUSTOMISED SUPPORT

Clearvision offers a range of additional extras.

24/7 P1 Cover:

Standard support from 8am to 6pm in your chosen timezone (GMT, EST or PST). With 24/7 P1 cover, you get peace of mind for critical issues at all hours.

Administration Add-on:

Provides an extra level of support — Marketplace app maintenance, dashboard config, workflow management, scheme changes and so on. For more comprehensive options such as upgrades, annual health checks and on-site assist, consider one of our Enterprise Support Packages. Details available on request.

GETTING STARTED

Get support to suit your unique setup. Contact Clearvision today to discuss the right support solution for you.

Starting from

£3,480
\$5,520

2 hours of
support per
month for
mission-critical
tools.

“
When you've got a company like Clearvision that can provide you with very competitive support costs, you really benefit hugely from cost reduction.
Senior Systems Architect, Teranet.
”

FEATURE	STANDARD SUPPORT	Administration Add-on
Application support and guidance	✓	✓
Incident break-fix support	✓	✓
Atlassian-verified Marketplace add-on support and guidance	✓	✓
24/7 Customer portal	✓	✓
Post-incident investigations	✓	✓
Remote support	✓	✓
Major incident assistance	✓	✓
Application administration support	✗	✓
Atlassian-verified Marketplace add-on maintenance	✗	✓
Vendor escalation with issue management	✗	✓
Application request fulfilment	✗	✓

WIDE COVERAGE

WHAT'S INCLUDED?

CUSTOMISED SUPPORT

GETTING STARTED

Southampton, UK

+44 (0) 845 459 9530

Philadelphia, USA

+1 (215) 278 8706



Platinum
Solution Partner
ENTERPRISE

clearvision-cm.com