# Your **ServiceRocket** Journey

2020 - 2021 Guide

Service
ROCKET™

ATLASSIAN | Platinum
Solution Partner

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ServiceRocket is a tech-enabled professional services company, working with thousands of enterprises around the world. Through ServiceRocket, companies are enabled to adapt and evolve their outcomes by applying technology in a practical and thoughtful way. Built on solid core values with a strong respect for culture, people and community, ServiceRocket's mission is to be the most reliable partner in the acceleration of growth for its customers, partners, and its own employees, known as Rocketeers.

For enterprises, ServiceRocket delivers technology-enabled services, solutions and apps in many ecosystems, including Atlassian, Salesforce.com, Google and Workplace from Facebook. ServiceRocket's offerings include practical services and apps backed by world-class support and effective training, ensuring that the Company lives up to its brand promise of "having its customers' backs."

For software vendors, ServiceRocket helps accelerate their go-to-market strategy. This is done through assisting in the creation and growing of scalable ecosystems, including services delivery and implementation, partner channel programs, customer education and support. ServiceRocket works with companies at various growth stages from startup through IPO journey, and across all platforms—open-source, on-premise and cloud technologies.

Founded in 2001, ServiceRocket has been based in the heart of Silicon Valley in Palo Alto, California since 2010. The Company has offices in Sydney, Kuala Lumpur, Santiago, Boston, Singapore and London, with Rocketeers in remote locations throughout the globe. Learn more at **www.servicerocket.com**, or follow us on social media.

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# YOUR CUSTOMER FLIGHT PLAN

*"We recognise that every customer has different needs, and we want to understand how best to support you"*

**We've got your back**

## Joint Growth Plan

- Guidance
- Access to ServiceRocket webinars, knowledge sharing events and resources

## Bi-annual Checkin and Review

- Review and track progress of success criteria
- Explore areas where further value can be achieved

## Customer Onboarding

- Meet and Greet
- Define joint success criteria

We offer a variety of services to help you throughout your journey

**Licensing**

**Consulting**

**Product Experts**

**Support**

**Training**

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# License Concierge

## We've got your back

ServiceRocket's knowledgeable and experienced team is available to address all of your Atlassian licensing needs. We are here to help you create and maintain a portfolio of licenses that best suits your company's requirements.

With offices around the globe, we provide help to you in any time zone. We include the following services when Atlassian licenses are purchased through ServiceRocket.
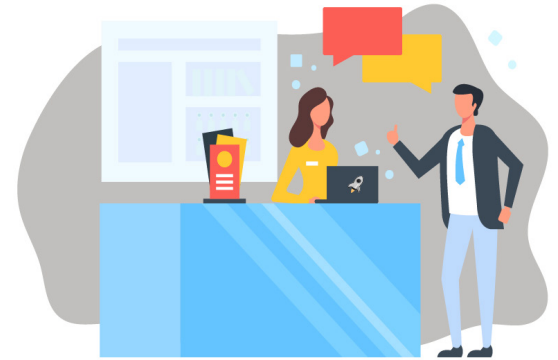
### License Procurement
ServiceRocket resells Atlassian licenses and third-party apps licenses and can bundle all these licenses onto one quote rather than forcing you to deal with multiple quotes from multiple vendors.

### Account Management
ServiceRocket keeps track of all your licenses, including licenses sold outside the Atlassian marketplace and therefore not visible through your my.atlassian.com account.

### Renewal Management
Renewal reminders for licenses sent three months prior to expiration date to ensure continued support and no penalty backdates.

### Co-terming Expiration Dates
Customers have the option to co-term all licenses so that purchase and delivery happens only once a year.

### License Activation
Timely delivery of licenses, including temporary licenses, for you to keep your team on track with the applications they need..

### Fast and Friendly Service
Delighting our customers is one of our core values. We pride ourselves on embracing this value every day.

### Several Payment Options
Including wire transfers, credit cards, and purchase orders with payment terms.

### Multiple Currencies
We quote our customers and they pay in their local currency (USD, AUD, EUR, GBP, MYR).

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# Technology Consulting

## We've got your back

## What is ServiceRocket Technology Consulting?

Technology can power your team's best work. But knowing which tools to use and how to adapt them to the diverse needs of different user groups can challenge even the most experienced teams.

ServiceRocket, an Atlassian Platinum Solution Partner, boasts a global team of Atlassian certified experts ready to deliver expert guidance about strategy, architecture, and specific applications of Atlassian tools based on best practices learned from thousands of customer engagements.

## KEY FACTS

- Focused on delivering quality outcomes
- A team of over 200 specialist technical consultants around the world
- Short or long term engagements
- Atlassian Certified

*"ServiceRocket is a partner who is not only experienced with the underlying tools but also familiar with how to implement 21st century business processes at a company that had been successfully doing things the same way since 1999"*

*Senior Vice President of Corporate Development, Legal and Compliance (An online digital marketing company)*

## We provide expert analysis, insight, and planning for your environment

**Map tools to business objectives**
Understand what role each tool plays in the larger picture, including how each team or user group will be affected by changes.

**Faster time to value**
Eliminate missteps and rework that delay delivery of mission critical systems and profit-drive processes.

**Futureproof your environment**
Plan for present and future business needs to create an elastic long-term roadmap that will help you keep up with the ever changing competitive landscape.

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# OnDemand Product Expert

## We've got your back

## What is an OnDemand Product Expert?

Our OnDemand Product Expert is a certified Atlassian engineer who works with you in 1 month blocks, full-time, remotely.

They act as part of your platform administration team, helping to get through day-to-day tasks, such as application configurations and onboarding new projects and users.

## KEY FACTS

- Dedicated technical product expert
- Purchased for a month at a time (20 days, 8hrs per day)
- Delivery timezones: APAC, EMEA, AMER
- Remote delivery

## Do you need to backfill someone on your team who will be going on leave?

## Has there been a sudden spike of project administration work which your team needs to get through?

## Why engage an OnDemand Product Expert?

Skilled, certified Atlassian resources are hard to find. At ServiceRocket, all of our technical consultants are certified and have extensive experience in supporting Atlassian products.

An OnDemand Product Expert from ServiceRocket gives you quick, cost effective access to resources which can help you get your jobs done.

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# Enterprise Support

## We've got your back

## What is ServiceRocket Enterprise Support?

The best teams in the world use Atlassian to manage their work. But maintaining it can be a time-consuming and overwhelming undertaking.

Your team has more important things to focus on than administering your Atlassian platform. Whether you need to configure tools to match your workflows or optimize systems to keep them running smoothly and securely, ServiceRocket has you and your team covered.

*"Looking after more than 6,000 Atlassian users is a full-time job. ServiceRocket's expert team handles huge volumes of trouble tickets so we don't have to. Now, I only spend a couple hours per week working on Atlassian-related issues and more time on programs that move our business forward."*

*Head of Engineering (A Global Airline Company)*

## KEY SERVICES

- Manage permissions, users and groups, including adding, modifying and deactivating users
- Manage Confluence spaces and Jira projects
- Install, troubleshoot, add, and restart necessary applications
- Implement customizations not requiring major development
- Support custom ServiceRocket Apps
- Monitor Services
- Deliver usage and performance reports
- Conduct security audits

## Our Enterprise Support offerings help you:

### Boost Productivity
Right-size your Atlassian instance to ensure your whole team has the exact capabilities they need and can use the same tools, the same way.

### Control Costs
Minimize spend and waste by eliminating profit-killing downtime and enabling more efficient use of your Atlassian tools across the enterprise.

### Reduce Security Risks
Protect your mission-critical systems from unexpected interruption or potentially catastrophic breaches with proactive systems monitoring, version control and continuous security patching.

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# Training Services

## We've got your back

## You don't know what you don't know ... but you can learn

No one wants their software investment to go to waste because their employees don't know how to properly use it. Many organizations experience low software adoption and poor ROI because their employees think the tools are too complex, difficult to use, or unnecessary for their own success.

ServiceRocket's comprehensive Atlassian training solutions help everyone in your organization master the Jira, Confluence, and development tools they need to be successful. More than 50,000 technical and non-technical Atlassian users around the world have benefitted from ServiceRocket's expert-led training that follows industry best practices and a sequential learning model for maximum retention, engagement, and value.

Standard product training courses offer both fundamental and advanced options, challenging learners to master the essentials before taking on more complex subject matter - all of which can be tailored to the unique demands of your business and even your employees' individual roles.
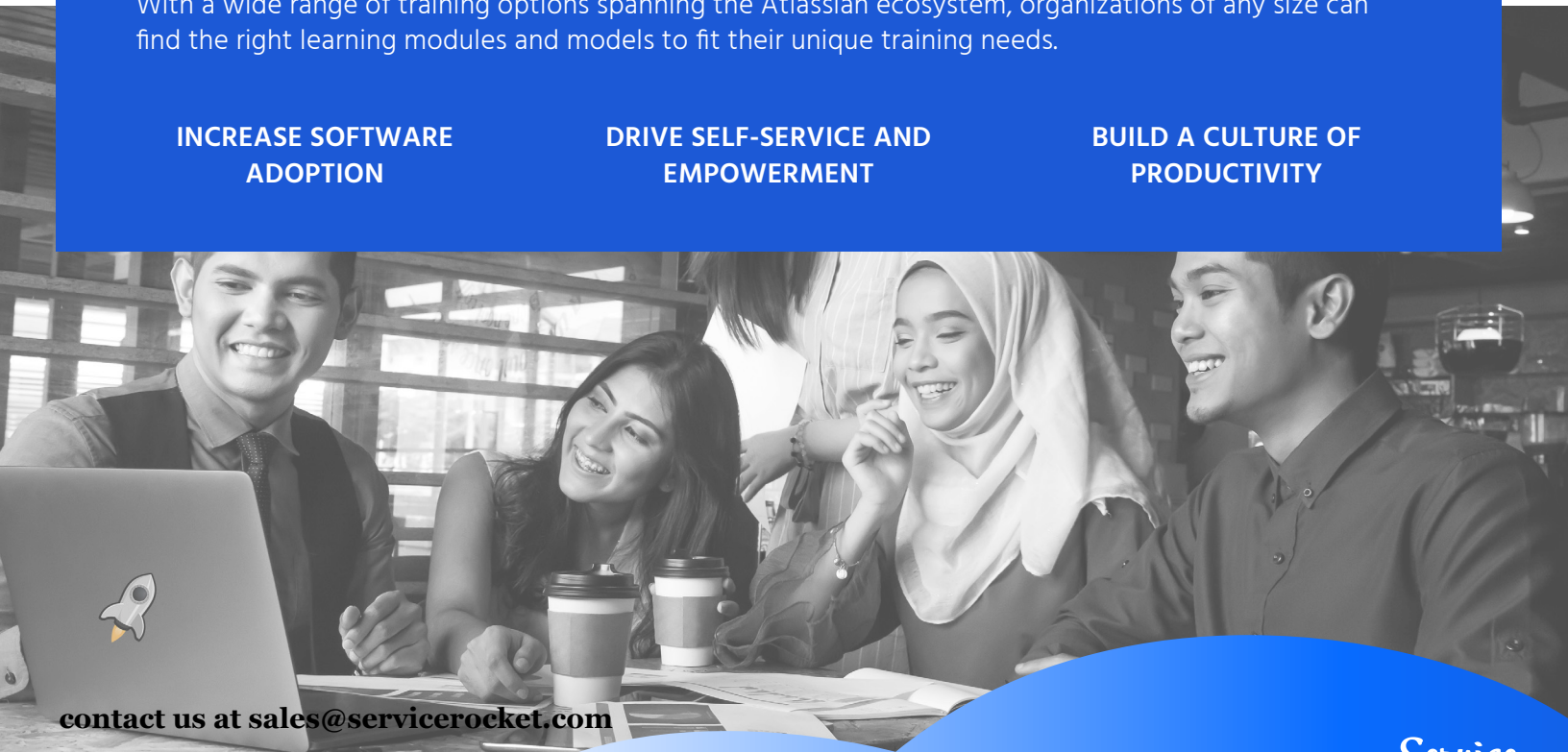
### HOW YOU BENEFIT

With a wide range of training options spanning the Atlassian ecosystem, organizations of any size can find the right learning modules and models to fit their unique training needs.

**INCREASE SOFTWARE ADOPTION**

**DRIVE SELF-SERVICE AND EMPOWERMENT**

**BUILD A CULTURE OF PRODUCTIVITY**

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# STAYING AHEAD OF THE CURVE

The "do more with less" demand of business in the digital age is the new normal. A rapidly changing business environment - evolving consumer preferences, new and updated regulations, increasingly complex and sophisticated security threats — requires companies to be flexible, adaptable, and reliable.

ServiceRocket can help enterprises gain a competitive edge with an agile and adaptable solution to address those issues. It's a smart way of staying competitive when individual talent is out of reach because of time, skill, or budget concerns, providing both the manpower and expertise to select, configure, and optimize Atlassian tools and other core work systems.
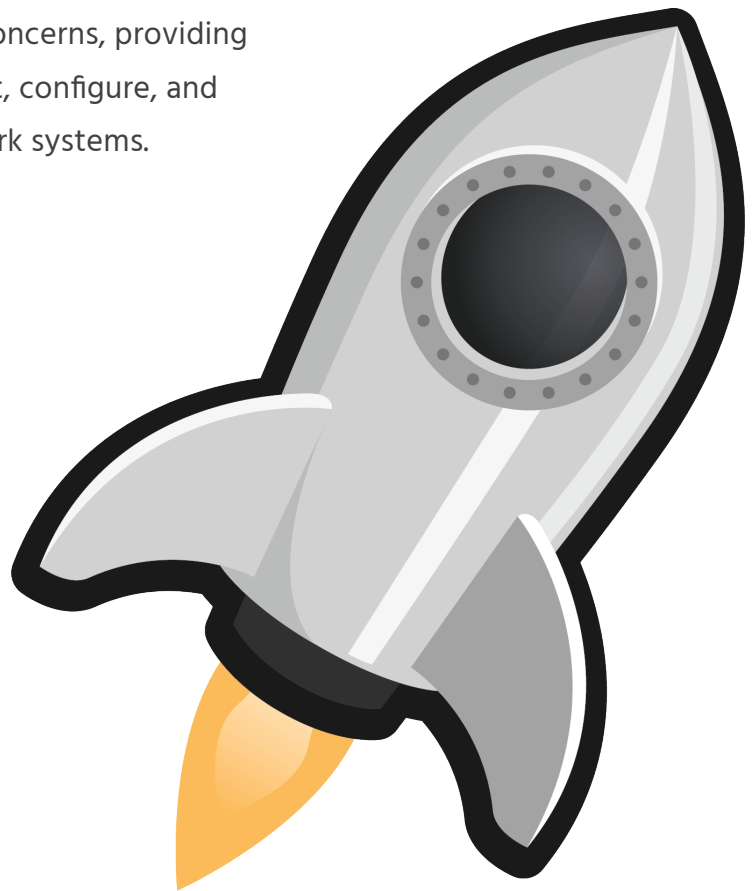
**Learn more about how our solutions for Atlassian and other work systems can put your essential operations on autopilot and free valuable resources to pursue other business-building initiatives.**

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**We've got your back**