



TRANSITION
TECHNOLOGIES



Platinum
Solution Partner
ENTERPRISE

Jira Service Management

One system, many possibilities

An advanced environment for external and internal request management built in accordance with ITIL principles.

It digitizes and streamlines the following processes



Request management



Incident management



Change management



Asset management



Problem management



Configuration management



Knowledge management

The facilitators for the technical teams

- Built-in automation mechanisms
- Integrations with CI/CD tools
- SLA, request queuing
- Database of message templates to customers
- Dynamic data view in the dashboard
- Integrations with instant messengers
- Reports and statistics
- Built-in email support
- Bulk actions regarding requests
- The ability to create a knowledge base for customers
- The ability to handle phone calls thanks to integration with AWS Connect

The improvements for Project Managers

- Multi-level change approval procedures
- Simple task prioritization
- The ability to monitor SLAs and statistics
- Smooth information flow between teams
- Notifications of e.g. request status changes
- CSAT surveys
- Overall insight into the projects
- Clearly displayed data
- Ability to customize templates, messages and information flows as per company needs



Jira Service Management improves productivity in companies worldwide, regardless of industry

Join them:



From service desk to ITSM:

01



02



03



04

Simple ticket system for reporting issues between user and service technician.

A more powerful solution that also supports internal communication between employees and administrative and technical departments.

IT Service Management supporting multiple complex processes and communication between hundreds of employees and/or customers.

ITSM system compatible with the form of Enterprise Service Management supporting HR, accounting, financial and many other processes ensuring the highest work efficiency.

 **Jira Service Management**

Service desk then

- Systems implemented per department/team, not communicated with each other.
- Top-down processes without the ability to adapt them to changing needs.
- Extra features required individual customization.
- Low scalability and little room for infrastructure growth.

ITSM now

- An environment that supports many different processes, not just technical or administrative; the information flow covers the entire company, no more silos.
- Processes run according to company needs and can be developed, modified or further added to at any time.
- Extra features provided mostly by existing applications.
- Fully scalable and flexible infrastructure.

- **Enterprise Service Management**
- **Cross-team collaboration**
- **Automation mechanisms**



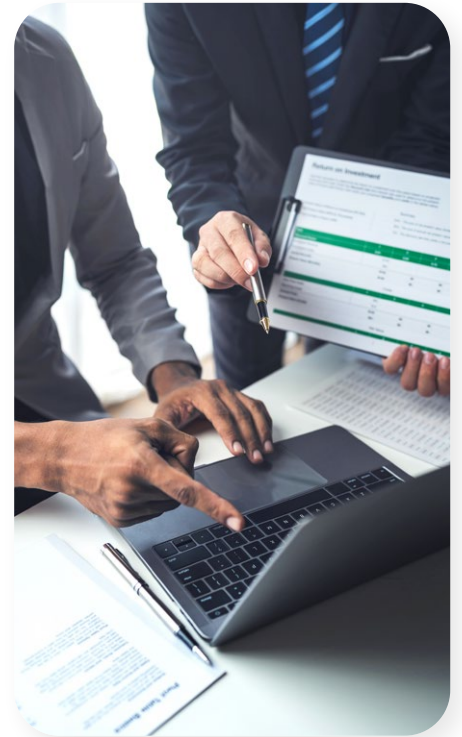
Factors and trends that change and expand the scope of **service desk** systems functionalities

Report: *Three Trends Are Transforming The Service Desk, Forrester*

According to Forrester's report,

"The Total Economic Impact of Atlassian for ITSM", JSM implementation provides the following benefits:

- More efficient service teams
- Higher rate of executed SLAs
- Better communication and cooperation between teams
- Enhanced efficiency of the team responsible for infrastructure support
- Shortened time of request management
- Increased customer satisfaction with service
- Fewer requests thanks to intuitive
- Cost reduction by abandoning traditional, distributed ITSM tools
- Customer Portal with knowledge base
- Increased user productivity



Would you like to access the report?

Contact us: atlassian@ttpsc.pl

“ The Jira Service Desk solution has revolutionized the way we deliver IT services.

We are dealing with 236% more requests with only 63% more IT engineers, and our IT team efficiency has increased by 44%.

Business Tools Team Lead

Skyscanner

ATLASSIAN Jira Service Management

By hosting option

- Cloud
- Data Center

By desired features

- Standard
- Premium
- Enterprise

“ **Jira Service Management is a scalable solution with powerful configuration options.** ”

So far, we have implemented the system for customers from the energy industry, automotive, FMCG markets e.g. a manufacturer and a cosmetics dealer. Our teams adjust the functionalities according to the needs of a given company by upgrading the system with suitable add-ons and customizations. As Atlassian's Platinum Partner with over 10 years of experience and many certified specialists in our teams, we provide support at every stage: from needs analysis to implementation and support. Feel free to contact us.

Grzegorz Kędzior

Head of Sales, Transition Technologies PSC

Are you ready to implement a high-end ITSM system for your teams? Contact us!

We provide:



Requirements and
business process
analysis



A detailed offer
matching the
customer's needs



A full range of
services for the system
implementation,
maintenance and
support



Training for users and
administrators



A full range of
Atlassian tools and
add-ons from the
Marketplace at
a great price



Flexible billing
methods



A comfortable
atmosphere during
each stage of
cooperation

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