

# Scale and reliability with Cloud Enterprise

A quick guide to the benefits of  
Atlassian Cloud Enterprise



95% of new Atlassian customers start in the cloud with many on-premise customers making the switch everyday, and one of the primary benefits of doing so is on-demand scalability. Unlike on-prem systems, the cloud has computing power on demand and can automatically scale to accommodate new users. Your product usage could literally triple overnight, and your systems could still adapt without the need for any manual intervention. Atlassian cloud infrastructure is built to quickly respond to such fluctuating customer data and user load.

### Scale globally with unlimited instances

Organizations that move to Atlassian Cloud Enterprise for Jira Software, Confluence or Jira Service Management can now achieve global scale with unlimited instances. Let's look at some of the reasons why you may need multiple instances:

- 1 Organizational autonomy.**  
You may have separate product instances for independent regional teams, lines of business (such as HR, marketing, and IT), or acquired entities. Multiple instances allow each of these teams to have full autonomy within their technology systems.
- 2 Data segregation and protection.**  
Your admins may want to set up separate instances for certain teams such as finance, HR, or legal departments that deal with sensitive data that cannot be exposed to everyone. You may even want to set up separate instances for external partner teams.
- 3 User experiences tailored to custom team needs.**  
Some super users within your teams may require more custom fields or workflows. Separating this minority of users onto a new instance with all the needed customization keeps the user experience simple for everyone else.



With the Atlassian Cloud Enterprise plan, you have three primary advantages:

**One seat, many instances:**

With the enterprise plan you get centralized user licensing which allows you to pay for a user once, and grant the user access to unlimited instances. With other Atlassian cloud plans, you would need to purchase a separate license for each additional instance. Cost of a single Enterprise seat can be substantially less than the cost of two Premium seats.

**Centralized admin console:**

To ensure global oversight, this plan now offers a built-in centralized admin console – no need to invest in custom dashboards. Admins can manage users and billing, setup services, get usage insights – all from one location as well as maintain security compliance for product instances throughout the enterprise.

**Customization flexibility:**

Cloud Enterprise also allows users to customize their environments based on team needs, setting up instances with specific Marketplace apps or set of project configurations.

**Raising the limit of users per instance**

Atlassian products can scale to support as many users as possible on a single instance of Jira or Confluence. In addition to offering unlimited instances via Cloud Enterprise plan, Atlassian continues to increase per user limit on a single instance. In fact, they are currently running an early access program for 20K users per instance and plan to make this generally available by June 2021.

View the [roadmap](#) to learn how Atlassian plans to increase to 35,000 users per instance by 2022.

**Ensuring highest standards of reliability**

Raising instance and user limit per instance aren't of much use if your applications struggle to perform, or even worse, completely crash. To back up their scale investments, Atlassian Cloud Enterprise guarantees 99.95% uptime SLA. This translates to less than 21 minutes of downtime per month.

For example in the last six months, Atlassian clocked at 99.99%+ availability for their cloud products. And it's easy to stay informed on the system's availability and performance at all times. The real-time statuses of Atlassian cloud products are always posted on their [status page](#).

Furthermore, Atlassian's cloud infrastructure takes advantage of elastic scale, multi-level redundancy, and failure options across regions to reduce latency, maintain reliability, and scale with your organization's needs.

**“ With Atlassian cloud, I'm not waking up in the middle of the night because a node in the data center was down. That's a hugely positive aspect for me and my customers because I can ensure the best SLA possible.”**

LAURENT BORDIER, ATlassian SERVICE OWNER AT LUCID MOTORS.

Jira Service Management serves as their core enterprise service management solution across 15 departments.



**Contact your local Atlassian Solution Partner to trial Cloud Enterprise or reach out for a free consultation to find the right solution that meets your enterprise needs.**