Total Support Product Overview

eficode

Relieving the pain of managing your Atlassian tools.

ATLASSIAN | Platinum Solution Partner

How does it work?

Total Support provides an outsourced team of trusted Atlassian experts to help you manage the full Atlassian Stack. Access our experts with ease via the Total Support service desk, then sit back and wait for the cavalry to arrive.

What do I get access to?

Total Support is a flexible, full-Stack service wrap. It includes administration and toolset management, coaching, mentoring, training services, and technical consultants.

Are all my tools covered?

Yes. All Atlassian tools are covered - Cloud, Server and Data Center platforms. Any combination, any configuration. If you have Atlassian tools, you can benefit from Total Support.

Why Total Support?

Total Support is a convenient way of gaining expert knowledge across a vast range of Atlassian challenges. You get exactly the help you need when you need it. Save time by avoiding drawn-out procurement processes and save money not having to hire expensive resources.

Get Covered

- **Expert Support**
- **Administration**
- **Optimisation**
- **Configuration**
- **Coaching/Training**
- **Solution Design**

It's Total Support for total peace of mind.

Teams

Teams that support Atlassian want answers quickly. They often don't have all the skills or the capacity to deal with user requests.

Total Support

Total Support empowers teams to stay focused on their core functions, not bogged down with toolset management and administration.

Success

You now have the freedom to excel in your job with a company you can depend on to cover your Atlassian applications.

◆ Jira Software   ⚡ Jira Service Management   ✳ Confluence   Jira   Bitbucket

Productivity Benefits

Reliability
An experienced Atlassian team trusted by some of the largest organisations in the world to help manage Atlassian infrastructues.

In an emergency
The ability to recover from disasters quickly with critical cover, so that your teams don't feel the pressure.

Reduction in tickets
Helping to reduce internal Atlassian incidents and requests through mentoring, education, and service.

Unburden your teams
Take the burden of managing your Atlassian apps away, so your team can focus on important projects.

All the benefits, without the cost
The unique and flexible subscription model of Total Support is 80% cheaper than hiring resources and typically costs 10% of a managed service.

Streamline processes
Knowing that you can escalate support issues quickly allows for a streamlinedchannel to get you the help you need.

Total Cost of Ownership

Dedicated Atlassian expert
£60k pa
Based on ITjobswatch median salary for an Atlassian administrator working full-time March 2022.

In-house resources
£57k pa
Based on utilising a 4-person support team 50% of the time for Atlassian application management and projects. Median salary of £28,500, ITjobswatch March 2022*.
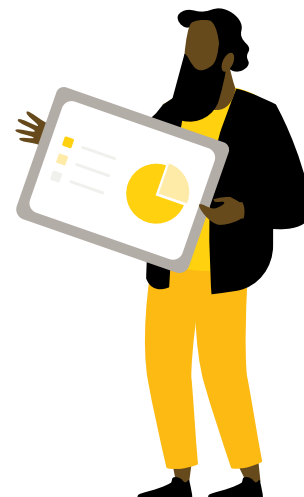
Total Support
£14k pa
Based on small tier Total Support cost with 24hr support and 50hrs of professional services over 12 months*.

Dedicated expert

In-house resources

Total Support

Has supporting Atlassian apps become a hobby?

We understand the pain of trying to do a day job whilst managing Atlassian apps as a side hobby. As the Atlassian ecosystem expands in complexity and scope, it takes an increasing amount of time and energy to keep on top of new technologies. It's hard to upskill your team, maintain internal requests for help, integrate applications, and manage user behaviours. Hiring people to help can be a headache, and onboarding can be time-consuming.

That's where we come in…

Plans and Features

TEAM

What you'll get

24 hours*

- ✓ Support
- ✓ Administration

60 hours*

- ✓ Technical consultancy
- ✓ Mentoring and coaching
- ✓ Training
- ✓ Onboarding health check

£14,000 / year

For smaller teams ▶

PREMIUM

What you'll get

∞ hours*

- ✓ Support
- ✓ Administration

120 hours*

- ✓ Technical consultancy
- ✓ Mentoring and coaching
- ✓ Training
- ✓ Bi-annual health check

£28,000 / year

Most Popular ▶

ENTERPRISE

What you'll get

∞ hours*

- ✓ Support
- ✓ Administration

120+ hours*

- ✓ Technical consultancy
- ✓ Mentoring and coaching
- ✓ Training
- ✓ Quarterly health check

Book a call

For larger teams ▶

*subject to fair usage

Take the next step

Wherever you are in your Atlassian journey, Eficode is here to help you maximize the potential of your software development processes.

Let us ensure your tools and teams stay ahead of the curve with continuous services, seamless integrations, and expert consulting.

Contact us

Better Made Possible

Eficode is the leading provider of DevOps solutions that drive real impact, with offices across Europe, the United Kingdom and the United States. Eficode empowers organizations to create a software development culture that unlocks their potential with the right ways of working, the right tools, and the right skillset.

Eficode provides a full range of services, from expert consulting and Eficode ROOT Managed DevOps platform, to training and license management. Eficode works with leading DevOps and cloud technology partners, including Atlassian, GitHub, GitLab, AWS, and Microsoft.

Visit **eficode.com** to find out more.

eficode