

Total Support Business Case

Making the case for Total Support and streamlining your Atlassian workforce.

A consistent level of service...

Background (Why?)

At <YOURCOMPANY>, our strategy is to deliver the most efficient support to our Atlassian users without compromising productivity. Jira and Confluence are constantly evolving, and so is our business, a lack of dedicated experts managing these essential apps and tools has created a bottleneck in our team. We require a consistent level of service and knowledge that's hard to maintain alongside our day jobs.

Given that Atlassian expertise is not a core competency at <YOURCOMPANY>, significant time is consumed, leaving less room for other crucial activities. Larger project rollouts in Jira, which should be growing the business, get left in the backlog. In this business case, we present the rationale for engaging an Atlassian partner to handle our tools, emphasizing the benefits it will bring.



Our goals for supporting Atlassian apps...

Objectives

Our goals for supporting Atlassian apps [Objectives]

Implement an outsourcing model for our Atlassian support, that delivers a consistent level of service, including:

- training for Atlassian users
- support and admin to take the burden away from us
- consultancy to tackle backlog activities
- project work that yields results

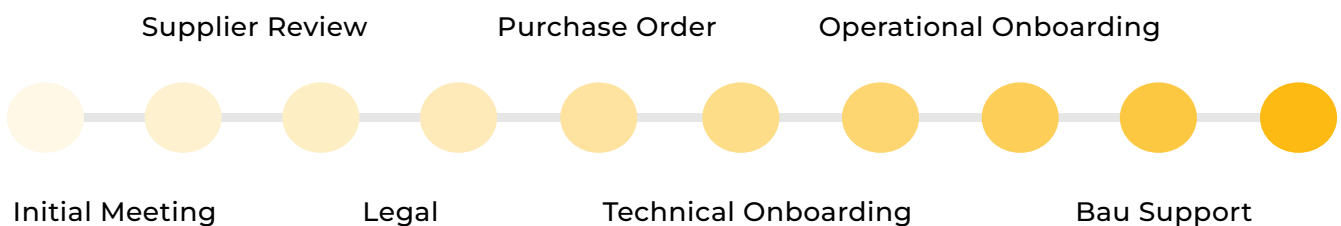
Our team can then focus on their core role responsibilities and deliver business-critical tasks to accelerate our growth.



How long will it take?

Timescales

Due to the “always-on” nature of the Eficode support team, <YOURCOMPANY> can get started with this product upon PO to the vendor. The typical onboarding process is completed within one week.



Our goals for Atlassian apps

Service level

Eficode has a transatlantic team covering Europe and US time zones for business hours (08:00-18:00), with 24/7/365 days of service for issues of the highest priority (P1).

| Priority | Hours covered | Initial response | Detailed response | Target resolution | Status |
|----------|---|------------------|----------------------|-------------------------|----------------------|
| Critical | 00:00 - 23:59 For 24-hour support option. Primary working hours for 10/5 support option. | One (1) hour. | One (1) hour. | Four (4) hours. | Every two (2) hours. |
| Major | Primary working hours. | Four (4) hours. | Twelve (12) hours. | Twenty-four (24) hours. | Daily. |
| Minor | Primary working hours. | Eight (8) hours. | Eighteen (18) hours. | Forty-eight (48) hours. | Daily. |

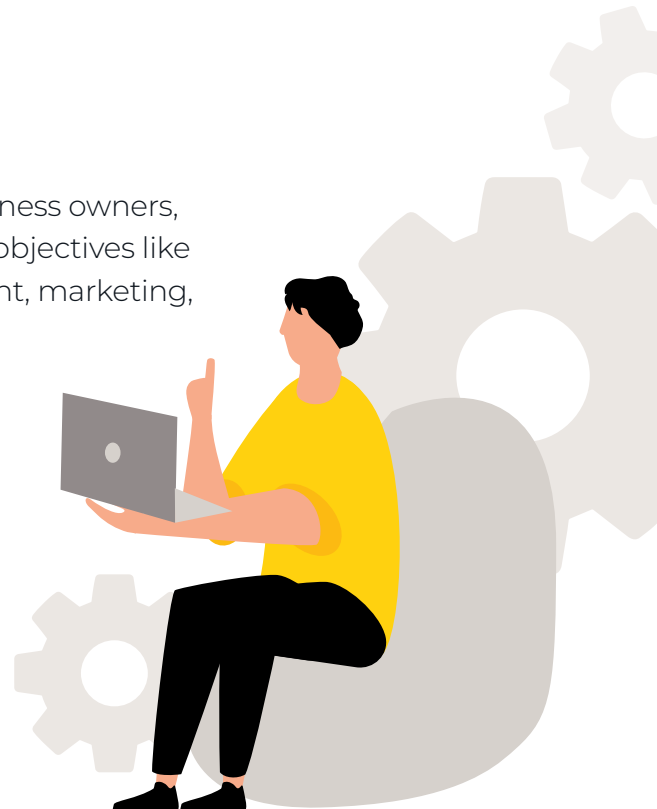
Our goals for Atlassian apps

Benefits

By delegating Atlassian tasks to an external partner, business owners, along with their teams, can prioritize business-centered objectives like expansion, customer allocation and retention, recruitment, marketing, and sales.

Total Support benefits include:

- **Reduction in costs.**
- **Focused resources.**
- **Improved productivity.**
- **Decreased risk.**
- **Efficiency.**



What are the other options?

Option identification and selection

Atlassian Support

With any Atlassian Cloud subscription or Server/Data Center license, organizations are entitled to support with an SEN (Support Entitlement Number). However, this doesn't always give us the coverage we require. SLAs and response times are limited depending on the tier, and it's more of a hands-off approach compared to what an Atlassian partner can provide.

Atlassian Technical Account Manager (TAM)

An Atlassian Technical Account Manager gives us a dedicated guide, aligning our strategy and planning our journey with the Atlassian applications. However, this isn't a cost-effective solution that fits our company.

In-house

After performing a Total Cost of Ownership evaluation (outlined below), we can conclude that opting for an in-house solution is comparatively less cost-effective than engaging a partner. It also entails additional expenses for recruitment and onboarding.

Total Cost of Ownership

- Dedicated Atlassian expert

£50k pa

Based on ITjobswatch median salary for an Atlassian administrator working full-time March 2022.

- In-house resources

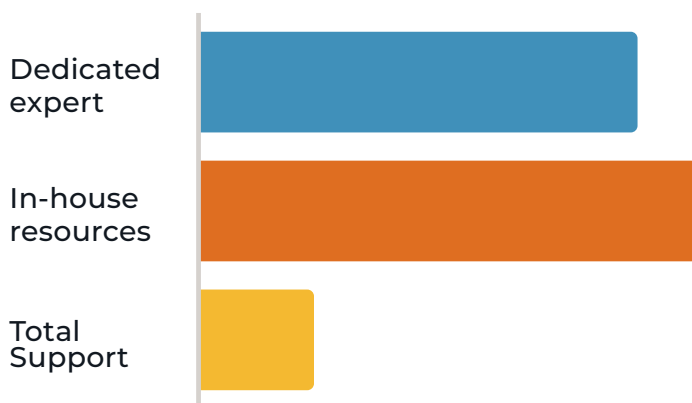
£57k pa

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

£12k pa

Based on small tier Total Support cost with 24h support and 50hrs of professional services over 12 months*.



How much does it cost?

Financial appraisal

Managing costs is critical for <YOURCOMPANY>. The good news is that part of the business case for Total Support is that it is cost SAVING. This arises from various advantages mentioned above.

The ability to focus our time on what matters most saves <YOURCOMPANY> money. The ability to swiftly obtain effective resolutions to Atlassian issues, enabling prompt resumption of work, enhances staff productivity and, consequently, generates further cost savings.

The table below outlines the Total Support options provided by Eficode:

| | | |
|---|---|--|
| <div style="text-align: center; background-color: #f9f9f9; padding: 5px;">Team</div> <p>What you'll get</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <ul style="list-style-type: none"> Support Administration <div style="text-align: right; font-weight: bold; font-size: 1.2em;">24[*] hours</div> </div> <div style="border: 1px solid #ccc; padding: 5px;"> <ul style="list-style-type: none"> Technical consultancy Mentoring and coaching Training Onboarding health check <div style="text-align: right; font-weight: bold; font-size: 1.2em;">60[*] hours</div> </div> <hr style="border-top: 1px dotted #ccc;"/> <div style="text-align: center; font-weight: bold; font-size: 1.1em;">£12,000 / year</div> <div style="text-align: center; background-color: #f9c94f; padding: 5px; margin-top: 10px; font-weight: bold;">For smaller teams</div> | <div style="text-align: center; font-weight: bold; font-size: 1.1em;">Premium</div> <p>What you'll get</p> <div style="border: 1px solid white; padding: 5px; margin-bottom: 10px;"> <ul style="list-style-type: none"> Support Administration <div style="text-align: right; font-weight: bold; font-size: 1.2em;">∞[*] hours</div> </div> <div style="border: 1px solid white; padding: 5px;"> <ul style="list-style-type: none"> Technical consultancy Mentoring and coaching Training Onboarding health check <div style="text-align: right; font-weight: bold; font-size: 1.2em;">120[*] hours</div> </div> <hr style="border-top: 1px dotted white;"/> <div style="text-align: center; font-weight: bold; font-size: 1.1em; color: white;">£12,000 / year</div> <div style="text-align: center; background-color: #fff9c4; padding: 5px; margin-top: 10px; font-weight: bold;">Most Popular</div> | <div style="text-align: center; background-color: #f9f9f9; padding: 5px;">Enterprise</div> <p>What you'll get</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <ul style="list-style-type: none"> Support Administration <div style="text-align: right; font-weight: bold; font-size: 1.2em;">∞[*] hours</div> </div> <div style="border: 1px solid #ccc; padding: 5px;"> <ul style="list-style-type: none"> Technical consultancy Mentoring and coaching Training Onboarding health check <div style="text-align: right; font-weight: bold; font-size: 1.2em;">120+[*] hours</div> </div> <hr style="border-top: 1px dotted #ccc;"/> <div style="text-align: center; font-weight: bold; font-size: 1.1em;">Book a call</div> <div style="text-align: center; background-color: #f9c94f; padding: 5px; margin-top: 10px; font-weight: bold;">For larger teams</div> |
|---|---|--|

*subject to fair usage

In summary...

Conclusion

To summarize our findings, this evaluation has allowed us to explore our approach in providing optimal support to our Atlassian users while ensuring uninterrupted productivity. Total Support emerges as the solution that guarantees access to reliable experts, relieving us of concerns about task assignments within Jira.

By implementing this service, our teams utilizing Atlassian apps can maximize their efficiency, adhering to best practices as a result of the comprehensive training they receive.

Consequently, we recommend considering this option for our business and request approval to proceed with its implementation.





Visit www.eficode.com to find out more.