

Confluence Cloud Premium

Uncover better insights and increase efficiency with analytics, admin controls and platform support

Growing teams get bogged down when they don't have the right tools to manage content at scale.

4 telltale signs your organization is ready for Confluence Cloud Premium.



PROBLEM 1

Bottlenecks slow teams down

Confluence site admins have too much to do—from addressing access issues to untangling permissions problems.

SOLUTION

Advanced admin tools

- **Remove obstacles fast with admin key**
Gives site admins temporary access to restricted pages.
- **Investigate with inspect permissions**
Anyone can see who has access to pages instantly.
- **Set up new spaces accurately with copy space permissions**
Clone permissions from one space to another.
- **Configure org-level access with bulk space permissions**
Set permissions at scale. COMING SOON



PROBLEM 2

Employees can't find information

Content is cluttered and outdated, making it harder for teams to operate efficiently and trust Confluence as a single source of truth.

SOLUTION

Content management

- **Keep content up-to-date with bulk archive**
Editors and admins can archive and restore outdated pages.
- **Automate manual tasks with basic workflows**
Act on smart suggestions with one-click to archive or delete. COMING SOON
- **Give your whole team access with external collaboration**
Join forces with people outside your org when you add them to particular spaces. COMING SOON



PROBLEM 3

Leaders and content creators want data-driven reports

Decision-makers need more visibility into strategic projects. Content managers are hungry for insights on documentation.

SOLUTION

Make better decisions

- **Gather insights with analytics**
Apply cutting edge strategies with sites, spaces, and page-level reports on engagement.
- **Report on ROI with admin insights**
Understand your Premium product usage and activity over time.



PROBLEM 4

Global teams need uptime, all the time
Productivity suffers and frustration spikes when team members don't have the support they need to get their jobs done.

SOLUTION

Robust platform support

- **Get ample room to grow with unlimited storage**
Give your team all the space they need.
- **Rest easy with a 99.9% uptime SLA**
High availability is financially backed by service credits.
- **Ask for help 24/7 with Premium support**
Get responses to critical issues within 1 hour.
- **Secure your site with IP allowlisting**
Limit product access to trusted IP ranges.

▲ ATlassian Partner

Know Business is an Atlassian Solutions and Training Partner.

- ▶ Service delivery (Jira Service Management & Confluence)
- ▶ Asset management (Insight & Jira)
- ▶ Project management (Jira & Confluence)
- ▶ Scaled Agile
- ▶ Software development (Jira, Bitbucket, Bamboo, etc)
- ▶ Secure hosting (Official, PROTECTED and Atlassian Cloud)
- ▶ Training in Atlassian products
- ▶ Help to manage with what you have today

Everything in Confluence Cloud Standard, plus more features to help you scale

 CONTENT AND ADMIN BASICS	STANDARD	PREMIUM
User limit	Up to 5,000 users	Up to 5,000 users
Unlimited spaces and pages	✓	✓
Page and space permissions	✓	✓
Macros	✓	✓
Structured page tree	✓	✓
Page versioning	✓	✓
Archive pages	✓	✓
Best practice template library	✓	✓
Apps and integrations	✓	✓
Anonymous access	✓	✓
Audit logs	✓	✓
 CONTENT MANAGEMENT CONTROLS	STANDARD	PREMIUM
Bulk archive pages	–	✓
Basic workflows COMING SOON	–	✓
 ADVANCED ADMIN TOOLS	STANDARD	PREMIUM
Inspect permissions	–	✓
Admin key	–	✓
Copy space permissions	–	✓
Bulk space permissions COMING SOON	–	✓
 DATA-DRIVEN DECISIONS	STANDARD	PREMIUM
Site, space, and page analytics	–	✓
Admin insights	–	✓
External collaboration COMING SOON	–	✓
 PLATFORM SUPPORT	STANDARD	PREMIUM
IP allowlisting	–	✓
99.9% uptime SLA	–	✓
Storage	250 GB file storage	Unlimited storage
Support	9-5 Standard Support	24/7 Premium Support

Procuring your Atlassian licenses through **Know Business** has many benefits, with no downside. Here's a comparison between procuring through **Know Business** versus procuring through Atlassian:

Agency Benefit	KNOW BUSINESS	ATLASSIAN
Direct contact with Atlassian for support	✓	✓
Access to full suite of Atlassian products	✓	✓
Atlassian Cloud Hosting	✓	✓
90-day quotes validity (locks in pricing, hedging Atlassian price increases)	✓	30 day quotes available ✗
Quotes in USD or AUD	✓	Quotes for marketplace apps in USD only. ✗
90-day evaluation licenses	✓	Up to 30 day evaluation licenses available ✗
Atlassian training courses and tailored courses to meet your organisation's context and needs	Atlassian and tailored courses ✓	Atlassian training courses only ✗
Payment due 20 days <u>after</u> license keys supplied	✓	Payment required before licenses supplied ✗
Helps achieve SME purchase targets	✓	✗
Included consultancy hours	✓	✗
Dedicated Account Manager	✓	✗
Secure Australian Hosting (PROTECTED and OFFICIAL)	✓	✗



Dedicated Account Manager
Supply and renew licenses, advise of upcoming changes (eg. pricing) and how to lock-in current prices.



Bonus consultancy hours
Consultancy bonus hours depend on the spend. A minimum of four hours is offered.



Other Know Business services
For a list of our standard services, see our services web page knowbusiness.com.au/service/



Contact us by phone on 1800 00 TEAM or by email hello@knowbusiness.com.au to discuss your requirements today!