



Jira Software Cloud Premium

Jira Software Premium helps you scale the way your organization works, offering an advanced toolkit for admins, better visibility across work in your instance, and a solid foundation on which to grow.



Automate tasks and processes to save time for your team and organization

With Jira Premium's new, no-code automation features you can build and edit automations across your entire business or a handful of Jira projects in a few clicks.

87% of Jira automation users say it makes it easier to scale Jira within their organizations



Build roadmaps that span multiple teams and Jira projects

Advanced Roadmaps gives you an eagle eye view over all the work you're tracking in Jira Software. This powerful feature also helps you manage team capacity, track progress, and get ahead of dependencies and blockers across teams. Easily share your cross-team roadmap with stakeholders throughout your business.

“ Jira automation is indispensable. It saves my team a lot of time and building automations across all of our tools is simple and easy.

DAVID YU, JIRA ADMIN, LYFT



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99% uptime SLA

Around the clock 99.9% uptime SLA, financially backed with service level credits so you never have to worry about downtime.



Unlimited storage

Unlimited storage removes limits, letting your team upload attachments and files of any size while collaborating worry-free.



24/7 Premium Support

Get 24/7 support with one hour response times for critical issues with the best on-hand to help you take care of challenges as they arise.



Project archiving

Reduce clutter in your instance and ensure everything your team can access in Jira Software is relevant by archiving projects and their underlying issues when they're no longer active.



IP Allowlisting

Provide additional security safeguards to make sure only people from networks you trust can access your instance.



Sandbox environment

Ensure changes to your instance work the way you expect before putting them into production for your team.



Admin insights

Understand your product usage and get visibility into security, access, and activity over time.

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

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!