

Accelerating digital
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for future-ready businesses



10 reasons why choose e-Core for Atlassian Service Management Solutions

"What we thought would be an impossible task became possible once e-Core got involved, thanks to their communication, flexibility, and knowledge."

— Director, PC Support Services, Seton Hall University



1 Your growth is our focus

Our **SEED approach** - Strategy, Execution, Empowerment, Durability - optimizes client environments with **key methodologies** for **long-term success**.



2 Never worry about falling behind

350+ certified Atlassian experts

Proactive approach and best practices ensure to **identify** and **mitigate potential pitfalls**.



3 Atlassian environment tailored to your needs

Customized strategies for your needs

Client-first philosophy



4 Seasoned experts at your service

18+ years Atlassian partner

85+ certifications

1.5k+ projects globally



5 All the perks of a Platinum Solution Partner

Our elite Atlassian status provides clients with **distinct benefits, proven track of record** and **special conditions**.



6 Licensing made convenient (and cost-effective)

Simplified licensing process, making it **convenient** and **cost-effective** with a **tailored licensing strategy**.



7 A Compass for the Atlassian Marketplace

Optimized app selection and **licensing costs**, ensuring peak performance and maximum value.



8 We bring Atlassian to the table

Partnering with e-Core gives you a direct line to Atlassian, **ensuring access to top-tier solutions** with our close collaboration.



9 Level up your team

Comprehensive training programs for admins and end-users **unlock the full potential of Atlassian tools**. Coupled with our dedicated support, **you're never alone**.

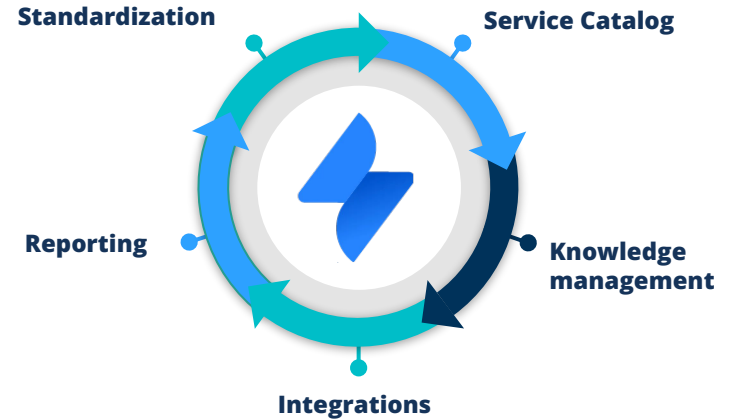


10 ITSM and Cloud Specialized

Recognized by Atlassian as Cloud and ITSM Specialized for **delivering consistent, high-quality services** that optimize customer satisfaction, meeting rigorous standards and **excel best practices** for enterprise-level solutions.

What is Enterprise Service Management - ESM ?

Enterprise Service Management (ESM) extends IT Service Management processes and tools across an organization to all teams. It defines operational **best practices** for both internal teams and their customers while **removing organizational silos**. Using ESM, teams are able to add powerful features to their workflows that make handling employee-related tasks more **efficient, collaborative, and measurable**.



Why apply ESM to Legal Teams - Legal Service Request Management



Provide Team and Lawyers capacity to focus on high-value tasks

- Centralized Request Portal
- Self-Service
- Automated Triage



Guarantee visibility and reporting on requests

- Request Metrics
- Team Metrics
- Documented request workflow



Enable a faster turnaround time on simple and complex requests

- Ease of use and search
- User Empowerment
- Deflection with Knowledge

What is the current state of LSRM ?

Most legal teams across the world still lack any robust or comprehensive form of legal intake

According to a survey recently conducted by Checkbox with legal operation professionals from different companies on their current intake and triage practices, the following was uncovered:

Low maturity level: 47% of the teams are still in the Crawl stage, handling requests from adhoc, unorganized channels

Disconnection between importance and urgency: A majority of 68% report high levels of importance in solving their existing intake & triage workflow - while only 21% are taking active measures for improvement

Lack of visibility: Only 21% of the teams have complete visibility of all the requests being received by their teams

Manual triage: 79% of the respondents are still using various forms of manual triaging

Maturity Levels

Fly

Self-Service Automation

Jump

Automated Intake and Triage

Run

Standardized Intake Form

Walk

Centralized Inbox

Crawl

Adhoc and Unorganized

JSM Foundational Pillars to support your maturity growth



Standardization

Templates

Workflows

Procedures



Service Catalog

Requests Portal

SLA

Forms



Knowledge Management

Knowledge Base

Content Management

Search

Feedback

Training



Integration

Unified Platform

Inter-Department workflows

Collaboration



Reporting

Performance Metrics

Analytics

SLA Monitoring

Relentless Improvement

Incremental Delivery to Bring Value Faster

e-Core Pricing

\$8K
Implementation



W1

Customer Specifics and MVP

- Setup Cloud Instance
- Meet with customer to understand specificities for industry
- Deploy Template to Staging
- Basic Customization
- MVP



W2-3

Training and UAT

- JSM Essentials training
- Support customer on usage questions
- Validate essential use cases



W4

Enhancements

- Corrections based on UAT validation
- Changes based on UAT usage
- General improvements and enhancements

Investment

	Team Foundation	Department Expansion	Enterprise Service Solution
Agents	5 - 20 Agents	21 - 50 Agents	51+ Agents
Teams / Departments	1 Team	3 - 4 Teams in a Department	10 - 15 Teams Across Departments
Workflows	Up to 5 Workflows	+ a consolidated workflow across Department team	+ a consolidated workflow across Organization
Automations	Up to 5 Automations	+ Up to 5 Inter-Team Automations	+ Up to 5 Inter-Department Automations
Knowledge Management	Setup Confluence as Knowledge Management System		
Customized Reporting	-	Departmental Reporting	Organizational Reporting
External Integrations	-	Up to 2 External Integrations	Up to 5 External Integrations
Investment	\$8,000	\$40,000	\$100,000



Let's talk!



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Innovative solutions and
business impact, **delivered**.

