

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

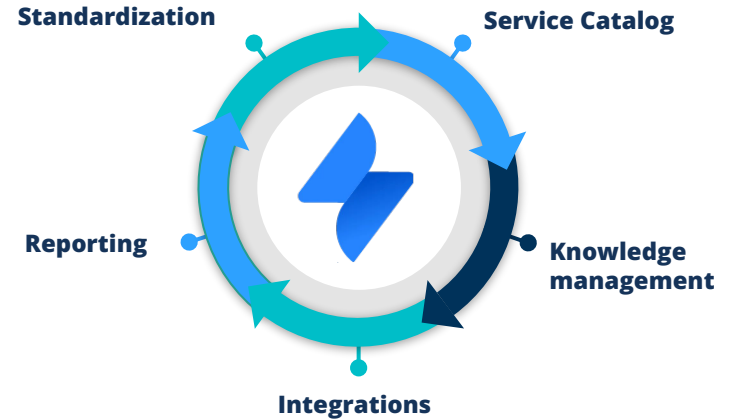
Comprehensive training programs for admins and end-users **unlock the full potential of Atlassian tools**. Coupled with our dedicated support, **you're never alone**.

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 Marketing - Marketing Service Management



Consistency on the intake, with flexibility

- Centralized Requests Portal
- Streamlined processes
- Dynamic Forms for key information



Open communication to foster user trust and experience

- Customized Services Catalog
- Documented Requests Workflow
- Ease of use for Agents as well



Knowledge sharing to enable faster service

- Centralized Knowledge Base
- Ease of use and search
- Deflection with Knowledge

How can ESM take Marketing to the next level?

With ESM on the spot, Marketing processes will become better, more efficient, user friendly and data-driven.

Consistency and Standardization: It's important to make sure that Marketing processes, like requesting a campaign or creating a presentation, follow the same practices

Service catalog and Self-Service: For many users, the Marketing services are confusing. With a service catalog, Marketing teams can define and publish it's services, and employees can pick with ease

Knowledge Management: By leveraging and incorporating a knowledge base to your Marketing Service Request Management Solution, acting as a repository of Marketing wisdom, employees can easily find answers to their questions regarding Branding and Content

Integration between departments: Organizations have a complex ecosystem, in which different departments need to work harmoniously. ESM encourages this collaboration with efficiency

Excellence and Data-driven: By setting SLAs, clear expectations are set with employees. With metrics, Marketing teams can be empowered to take decisions based on data

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**.

