



Innovative Solutions  
and Business Impact,  
**delivered .**

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



Platinum  
Solution Partner



"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.

# ITSM Solution to meet you where you are

Either if you are just starting with ITSM processes, or want to expand your practices, we can help you:

- Service Request and Incident Management
- Change Enablement
- Problem Management
- Asset and Alert Management

With Atlassian at the Core, and add-ons to complement your solution as needed



## Focus on the Foundations, to take you to the next level



Base ITSM Implementation, focusing on ITSM Practices

- Service Request Management
- Incident Management
- Knowledge Base



A single place to go for help

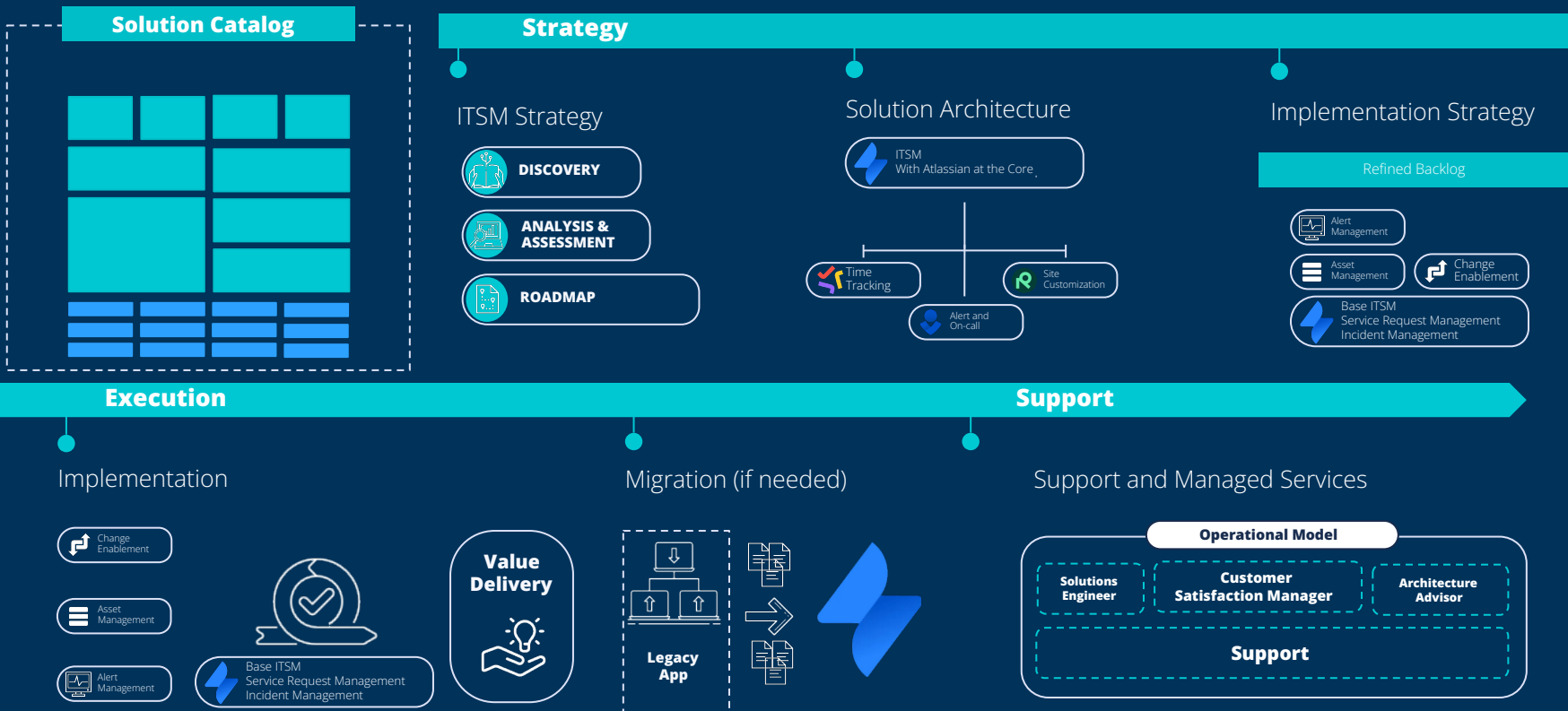
- Knowledge Centric Support
- Continuous Improvement
- Streamline the flow of work



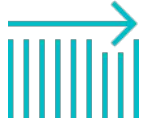
Creating clarity amidst chaos

- Increased Efficiency
- Improved Service Delivery
- Automation Routing

# Our end-to-end approach



# JSM Foundational Pillars to support your maturity growth



## Consistency

Standard Procedures

Forms

Training



## Standardization

Templates

Workflows



## Service Catalog

Requests Portal

SLA



## Knowledge Management

Knowledge Base

Content Management

Search

Feedback



## Integration

Unified Platform

Inter-Department workflows

Collaboration



## Reporting

Performance Metrics

Analytics

SLA Monitoring

Relentless Improvement

# Incremental Delivery to Bring Value Faster

**e-Core Pricing**  
\$40K  
Implementation



**W1**

## Requirements Gathering

- Setup Cloud Instance
- Detailed Requirements
- Limitations and Restrictions
- Walkthrough and Review



**W2**

## Base Implementation

- JSM Essentials training
- MVP Implementation
- Validate essential use cases



**W3-4**

## Validation and UAT

- Support customer on usage questions



**W5**

## Enhancements

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

# Investment

	Team Foundation	Department Expansion	Enterprise Service Solution
Teams	1 Team	2 - 5 Teams	6+ Teams
Agents	5 - 20 Agents	21 - 50 Agents	51+ Agents
Practices	Request Management Incident Management	Two additional Practices	Two additional Practices
Workflows	Up to 3 Workflows	+ 2 workflows for added Practices	+ 2 workflows for added Practices
Automations	Up to 5 Default Automations	+ Up to 10 Custom Automations	+ Up to 10 Custom Automations
Knowledge Management	Setup Confluence as Knowledge Management System		
Customized Reporting	One basic dashboard with native Jira Filters and Gadgets	Practices Reporting	Organizational Reporting
External Integrations	-	Up to 2 External Integrations	Up to 5 External Integrations
Investment	\$20,000	\$40,000	\$80,000 - 100,000

## **Your trusted partner on the journey from strategy to success**

Every challenge opens the door to new possibilities—but not all paths lead to the results you need. At e-Core, we cut through the noise, providing digital consulting services that deliver the right technologies, processes, and tools to achieve your goals.

[Contact Us](#)



# Let's talk!



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