e-core

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

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

Platinum Solution Partner

SERVICE MANAGEMENT Specialization AMER

CLOUD MIGRATION Specialization AMER

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**.

Standardization

Service Catalog

Reporting

Knowledge management
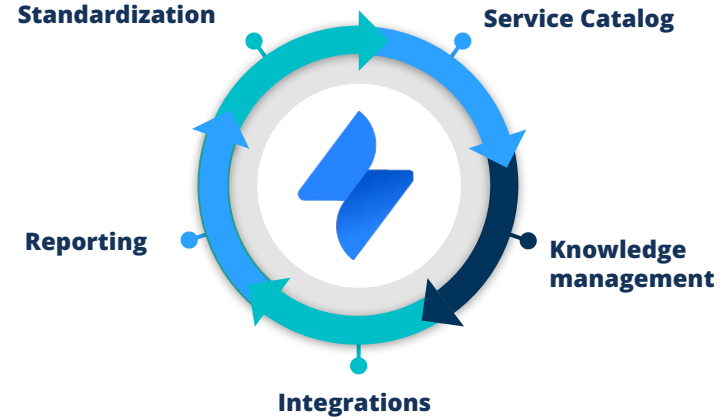
Integrations

Benefits of Service Management beyond IT departments

By centralizing processes, integrating tools, and automating workflows, ESM empowers departments like HR, Finance, and Marketing to deliver better results while reducing operational complexity.

Centralized Collaboration

Integrate workflows across departments.

Intelligent Automation

Reduce manual tasks and optimize time.

Real-time visibility

Gain clear insights for strategic decisions.

Enhanced Experience

Improve the quality of service delivery.

Scalability

Solutions that grow alongside your organization.

e-core

Department-Specific Solutions

HR

Streamline HR processes with automation and integrated tools. Empower your HR team to focus on strategic initiatives while ensuring faster, data-driven responses and improving the employee experience.

Legal

Centralize legal requests with automated workflows, enabling your legal team to prioritize high-value tasks. Achieve faster response times, better compliance, and full visibility over all ongoing requests.

Finance

Automate finance workflows to reduce manual processes like invoice approvals and expense tracking. Gain real-time visibility into financial operations, and enhance compliance for better decision-making.

Marketing

Simplify marketing requests with a centralized portal that enhances collaboration, improves campaign ROI, and accelerates time to market.

Facilities

Increase operational efficiency with a unified platform for managing facilities that enhances safety, automates request handling, proactively schedules maintenance, and ensures smooth operations across your organization.

JSM Foundational Pillars to support your maturity growth

Standardization	Service Catalog	Knowledge Management	Integration	Reporting
Templates	Requests Portal	Knowledge Base	Unified Platform	Performance Metrics
Workflows	SLA	Content Management	Inter-Department workflows	Analytics
Procedures	Forms	Search	Collaboration	SLA Monitoring
		Feedback		Relentless Improvement
		Training		

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

* This is a proposed and not committed roadmap

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**

e-core

e-core

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

e-core

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