



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

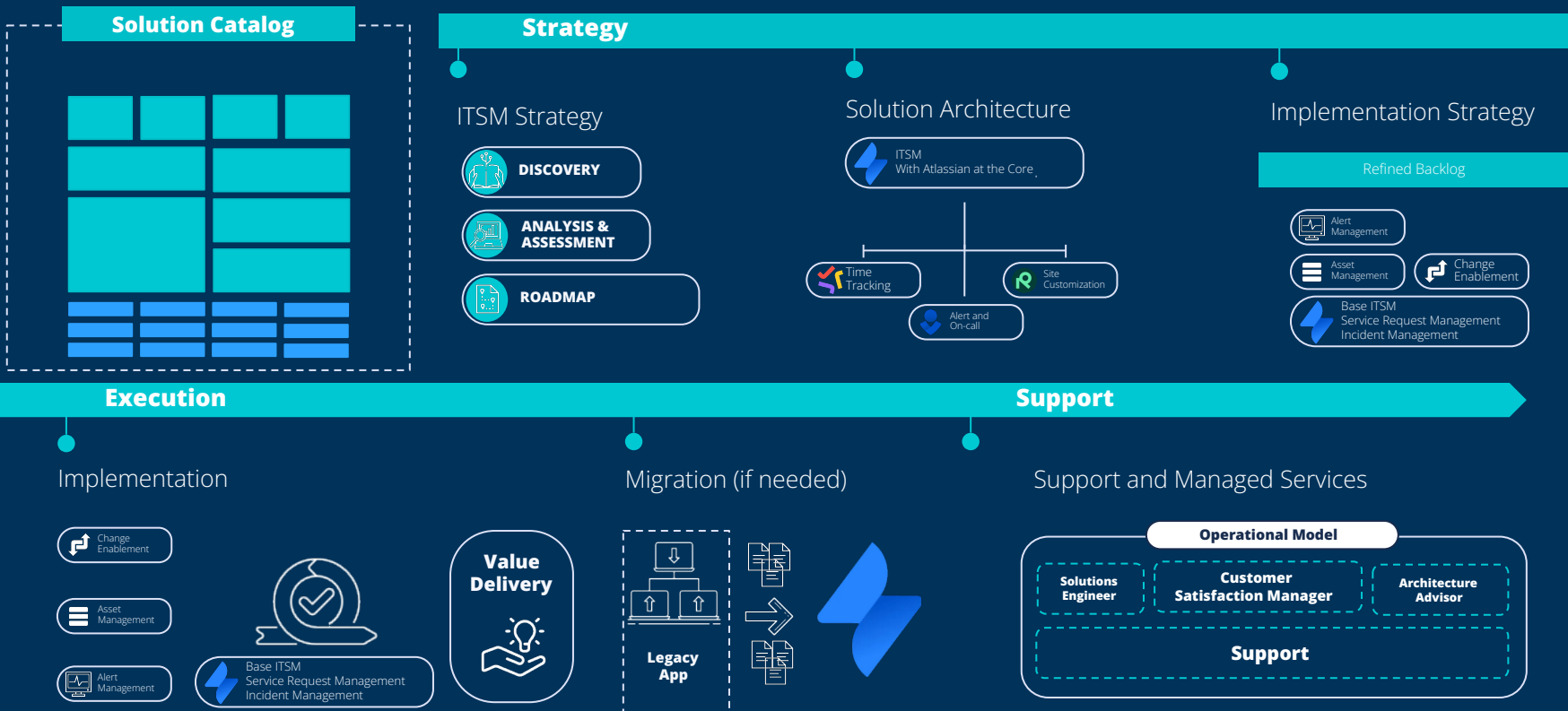
- Knowledge Centric Support
- Continuous Improvement
- Streamline the flow of work



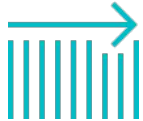
Creating clarity amidst chaos

- 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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