e-core

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

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

Atlassian — **Platinum Solution Partner**

ATLASSIAN **SERVICE MANAGEMENT** Specialization AMER

ATLASSIAN **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.**

Atlassian Managed Services

Proactively nurture and **advance** your Atlassian environment with **experts.**

Support

Enablement

Management

Consultancy

Maintenance

How your teams benefit from Atlassian Managed Services:

Multidisciplinary team, highly specialized in Atlassian

Expert consulting for automation implementation

Integration between Atlassian applications and other tools

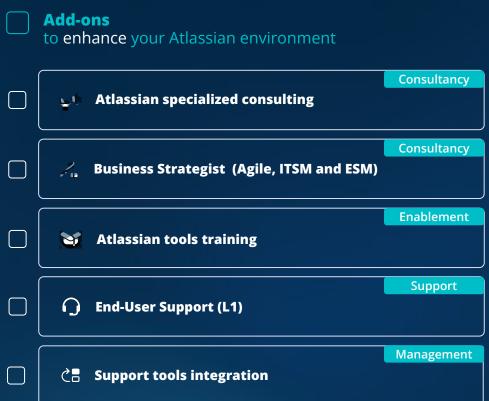**Processes review** to build alignment with your business objectives

Unlimited hours of support and maintenance with multichannel assistance

Cost optimization through license and access management with Atlassian Access

Build your plan according to your business needs.

Base Plan
to sustain your Atlassian environment

Unlimited Support

- ➔ Users Q&A
- ➔ Incident Management
- ➔ Problem Management

Management

- ➔ Product Administration
- ➔ System Administration
- ➔ License management and cost optimization
- ➔ Evaluations and Reports

Unlimited Maintenance

- ➔ Functional Health Check
- ➔ Infrastructure Health Check
- ➔ Maintenance on Atlassian products
- ➔ Maintenance on Marketplace apps

Add-ons
to enhance your Atlassian environment

Atlassian specialized consulting — Consultancy

Business Strategist (Agile, ITSM and ESM) — Consultancy

Atlassian tools training — Enablement

End-User Support (L1) — Support

Support tools integration — Management

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]

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