FORTY 8 FIFTY
L A B S

Lean ITSM for Great Service Experiences

Forty8Fifty Labs is the Atlassian IT service management (ITSM) expert that will help you transform your service experiences into engagements that are fast, flexible and simply fun. No matter where you are on your ITSM journey, we'll empower your team with the Jira Service Management features you need to unlock productivity and deliver value - fast.

ITSM CUSTOMIZATIONS
Customize Your Service Desk Experience.

At Forty8Fifty labs, we are the experts in integrating your favorite software tools with Jira Service Management. Our ITSM customization services will connect your service desk with the apps and tools your users want to remain happy and productive.

- Service desk environment optimization
- Custom add-on integrations with the Jira Service Management API
- Integration with Slack and Microsoft to Salesforce, Google AWS and more
- Empower teams through collaboration and faster remediation

ITSM SERVICE OPTIMIZATION
Drive Continuous Service Improvement.

ITSM solutions architected, built and managed by Forty8Fifty Labs deliver the ongoing high-performing service desk experience you need to move business forward.

- KPIs crafted for your specific requirements
- ITSM performance alignment with critical SLA targets
- Cost-per-service request time reductions
- Improved first-call resolution time

ITSM BEYOND IT
Empower Your Business through Collaboration.

Forty8Fifty Labs will help you drive connected collaboration across your business, from IT to facilities, HR, legal and more. We'll get your teams productive, collaborative and engaged.

- Plan build and ship quality products
- Streamline people management
- Operate with compliant reliability
- Delver outstanding service and support

ABOUT US

Forty8Fifty Labs is an expert in designing agile collaboration, lean IT Service Management (ITSM), and DevOps solutions that empower teams to innovate and operate at the velocity of business. We work to help organizations team better across silos, deliver software faster, secure environments more reliably, and migrate development to the cloud with confidence. Leveraging over 16 years of engagements with more than 1,000 mid-size and enterprise customers, Forty8Fifty Labs is the go-to resource for cross-team software innovation.

At Forty8Fifty Labs we help you team better, deliver faster, and secure earlier across your complete development lifecycle. Let's start a conversation to accelerate your business innovation.

info@forty8fiftylabs.com | www.forty8fiftylabs.com | 678-990-1593