



Atlassian Cloud Managed Support

EXPERTISE AND RESOURCES THAT DRIVE EFFICIENCY

Your organization relies on your Atlassian Cloud solutions to meet the changing demands of your business. No one wants to wait hours or days for a resolution when issues arise. At Forty8Fifty Labs, we have the expert support services you need for agile, scalable, and experienced Atlassian Cloud support. With cost-effective support options to meet every business' requirement, we will deliver managed support services that get your teams back to work fast.

CLOUD-FIRST SUPPORT EXPERTISE

When you migrate to Atlassian Cloud, your teams' experience can be different from the using Atlassian on-premises. Forty8Fifty Labs is a trained and certified expert in Atlassian Cloud, offering direct access to experienced support talent that will help you make the most of your Atlassian Cloud investment.



Experts on Demand

Get immediate support with our financially backed Service Level Agreements (SLAs). Forty8Fifty Labs delivers rapid access to highly qualified U.S.-based support experts that will get your environment back on track.



Rapid Time to Resolution

Our experts are available up to 24x7x365, depending on your support service level. You can have peace of mind knowing you always have access to support and help when needed.



Field-proven Knowledge

Forty8Fifty Labs has delivered thousands of resolutions for Atlassian Cloud environments and knows the best practices to apply for optimal efficiency and operation.



Customized Services

Premier and Enterprise support packages provide added professional service hours from certified Atlassian experts for tailored program delivery to meet business requirements.

THE FORTY8FIFTY LABS ADVANTAGE

Forty8Fifty Labs is a Platinum Level Enterprise Atlassian Solutions Provider, Atlassian Authorized Training Partner (AATP), and recipient of multiple Partner of the Year awards.

A ATlassian

CLOUD
Specialized

Atlassian Cloud Specialization Badge

Forty8Fifty Labs is the leading expert in enhancing efficiency and minimizing risk for Atlassian Cloud environments of every size and complexity, having completed some of the largest and most complex migrations. Forty8Fifty Labs is the trusted service and support provider for large and small Atlassian customers.

A ATlassian

ITSM
Specialized

Atlassian ITSM Specialization Badge

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. Working to help organizations team better across silos, deliver software faster, secure environments more reliably, and migrate development to the cloud with confidence, Forty8Fifty Labs is the go-to resource for cross-team software innovation.



Platinum
Solution Partner
ENTERPRISE



FORTY8FIFTY LABS ATlassian CLOUD SUPPORT TIERS

	Cloud Standard	Cloud Premier	Cloud Enterprise
Supported Products	Jira Core Jira Software Jira Service Management Confluence Trello	Atlassian Access Jira Core Jira Software Jira Service Management Confluence Trello	Atlassian Access Jira Core Jira Software Jira Service Management Confluence Trello
Active Support Hours	Mon – Fri, 9 am – 5 pm EST	Mon – Fri, 7 am – 11 pm EST	24 x 7 x 365
Included Support Hours	16 hours/month	24 hours/month	50 hours/month
Named Support Contacts	2	3	6
Professional Services	Not Included	Up to 20 hours/quarter	Up to 24 hours/quarter
Admin Requests	10 per month	15 per month	30 per month
Marketplace App Vetting		1 per month	2 per month
Plan Features		<ul style="list-style-type: none"> Periodic Usage Requests Regular Touchpoint Meetings Proactive Maintenance Additional Professional Services & Support hours may be purchased at a 5% discount 	<ul style="list-style-type: none"> Annual Usage Proactive & On-Demand Maintenance User Auditing Bi-weekly Touchpoint Monthly Cumulative Burn-down License Management Additional Professional Services & Support hours may be purchased at a 10% discount
Initial Commit Months	0	3	6
Monthly Subscriptions	\$3,500	\$7,000	\$12,500
Annual Subscriptions	\$35,000	\$70,000	\$125,000

**Custom support plans available. Please ask your Account Executive.*

ABOUT US

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.

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