



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.



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.



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.



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.



Platinum
Solution Partner
ENTERPRISE



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.



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.



Forty8Fifty Labs Atlassian Cloud Support Tiers

	Standard	Premier	Enterprise
Supported Products	Confluence Jira Service Management Jira Software Jira Product Discovery Jira Work Management Trello	Atlassian Access Confluence Jira Service Management Jira Software Jira Product Discovery Jira Work Management Trello	Atlassian Access Confluence Jira Service Management Jira Software Jira Product Discovery Jira Work Management Trello
Support Hours	9AM-5PM EST, M-F	7AM-11PM EST, M-F	24x7x365
Included Support Hours	16 hours/month	32 hours/month	48 hours/month
Customer Requestors	2	3	6
Professional Services	Not Included	Up to 20 hours/quarter	Up to 24 hours/quarter
Marketplace App Vetting		1 per/quarter	2 per/quarter
Plan Features		<ul style="list-style-type: none"> Periodic Usage Requests Bi-Weekly Touchpoint Proactive Maintenance Additional Professional Services and Support hours may be purchased at a 5% discount 	<ul style="list-style-type: none"> Annual Usage Proactive and On-Demand Maintenance User Auditing Bi-Weekly Touchpoint License Management Additional Professional Services and 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

About Forty8Fifty Labs

Forty8Fifty Labs is the company that innovates to create your differentiation. A wholly owned subsidiary of Verinext, Forty8Fifty Labs specializes in software engineering, data analytics and AI, intelligent automation and Atlassian solutions to empower enterprises to innovate and operate at the speed of business. The company's passionate, experienced team is hyper-focused on helping customers set themselves apart for a competitive advantage. Operating across four interlocking principles – build, modernize, manage and secure – Forty8Fifty Labs delivers modern technology solutions for today's digital business.

For more information, visit forty8fiftylabs.com.



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