

Monitor your Atlassian systems with our support add-ons

Problem avoidance is preferable to problem solving: Even the best IT systems must be regularly monitored to identify any potential system errors as soon as possible and therefore avoid incidents. This process reduces your support's workload and guarantees for your productive systems' smooth use.

Our support add-ons for Atlassian deliver various evaluations and statistics that display potential problems and their origins before they occur. The monitoring & alerting tools for your Atlassian environment are primarily based on request, statistic, and development tables. Reaction times, the number of requests, CPU performance, HTTP errors, errors in logs and many more deliver the facts concerning the current situation and form the basis for analyzing potential error causes.

The add-ons that we have developed, are adjustable to the special requirements of your enterprise, so that you have a precise overview of your Atlassian environment's performance at any time and can act in a preventive manner as soon as possible.

Atlassian functionality concerning support add-ons

- overview of your IT structures and all Jira authorities
- functions for precise analyses and optimizations
- individually designed statistics and process optimizations
- various evaluations concerning potential system errors
- precautionary error analyses
- automatic notifications
- flexible dashboards and reports

Our services for your Atlassian environment's support

- consulting concerning licensing and acquisition of your Atlassian licenses
- consulting and support from piloting to roll-out
- installation and implementation of Atlassian products
- masks, arrays, and workflows adjusted to your requirements
- definition and implementation of the roll and authorization concept
- scalable configuration of the Atlassian tools and add-ons
- implementation of all necessary reports and dashboards
- integration of Atlassian products into existing intranet solutions, realization of interfaces to databases
- trainings and workshops for users, key users, and administrators

Your advantages

- improved working processes thanks to precise analysis and optimization
- less incidents in your processes through proactive problem avoidance
- lower support costs
- quicker reactions thanks to automatic notifications

