ATLASSIAN

Enterprise Success Package

Best-in-class service built for the enterprise

The dedicated support and guidance your enterprise deserves

When your organization's success depends on the software products you build and the teams who develop them, you expect reliable and exhaustive support. With the Enterprise Success Package, your expectations will be met with access to both a named Technical Account Manager (TAM) and 24x7 Premier Support services from Atlassian.

TAMs serve as cross-functional technical advisors who provide proactive planning and strategic guidance for your organization's Atlassian applications. Premier Support provides direct access to a dedicated global team of Senior Support Engineers who are committed to delivering higher SLAs, faster triage and faster resolutions for technical support issues. Together, these enterprise services work alongside one another to enable your teams to achieve success on Atlassian products.

Technical Account Management benefits:

Engage an Atlassian guide

Learn best practices directly from an Atlassian with product and industry knowledge.

Plan the journey

Navigate transformation challenges for DevOps, ITSM, and Agile at scale with customized guidance for your unique business requirements.

Align your tools and practices

Adopt modern patterns for processes and automation, across your teams.

Execute for scale

Unlock broader solution usage through user onboarding, knowledge transfer, predictable change management, and designing for growth.

Premier Support benefits:

Direct access to senior support engineers

Direct access to highly-trained support engineers ensures high quality coverage for all issues.

Account-wide coverage

One fixed price will cover all of your Atlassian product licenses and Atlassian-authored plug-ins.

Faster resolution

Our 24/7 coverage SLAs provide rapid initial response times, helping you better communicate to your users and resolve issues faster.

Proactive health checks

Health checks can be requested up to quarterly to help prevent outages and ensure best practices are followed.