

Atlassian Expert Support (SLA)

What we support

We support all [Atlassian](#) products. Support of add-ons and integration with external applications available only on **SLA 3 and 4**.

Type of incidents

- critical issue (critical issue occurring on production system preventing business operations)
- significant issue (major issue occurring on production system severely impacting business)
- functional issue (consulting on applications fuctions)

Channels



[support tickets system](#)



remote connection (RDP-connection / TeamViewer / GotoMeeting)



phone/skype

Response time

Response time is an automatically measured time interval during which our specialist responds on support ticket. Response time is measuring through whole existence of an incident. That allows customer to know time of answer from our specialist at any time. In case of violation of response time system fixes it automatically

Support Response SLA's

| Support Level | Response time | Connectivity options | Price | Description |
|-----------------|---------------|----------------------|-------------------------------------|--|
| SLA-1 Free | 16 hours | | Free | Product Consulting |
| SLA-2 Customer | 8 hours | | Free with valid product maintenance | Product Consulting |
| SLA-3 Abonement | 2 hours | | 20,000 rub/month (10 hours) | Subscription for: - consulting and user support; - audit and optimization; - application updates. |
| SLA-4 Hoster | 1 hour | | Free | Free support of our hosters |

Worktime

Working time – 10.00 -18.00 MSK working days.

Support tickets are logged in our system 24/7.

For SLA-2 and SLA-3 contract is needed. You can leave request [here](#).

- [JIRA Core](#)
- [Confluence](#)
- [Crucible](#)
- [Bamboo](#)
- [Stash](#)

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- [CRM](#)
- [HelpDesk](#)
- [Timesheet](#)
- [Project Management](#)

Teamlead

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- [Work at Teamlead](#)
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