Adaptavist

Select the right ITSM solution package

Take a deep dive into our ITSM solution packages to discover the best fit for your organisation, no matter what stage of your ITSM transformation journey. From just starting out, to a fully customisable solution, we're here to help.

	Starter Kit	Professional	Enterprise
	This package includes essential features and a training workshop to empower teams to maximise the adoption of your solution, making it the ideal next step to a more mature ITSM solution offering.	Accelerate your service delivery with the Professional package, the next step from our 'Starter Kit', with advanced tool installation, configuration and a tailored approach to incorporate integrations and automation to propel your service maturity forwards.	Our Enterprise package has been designed with large organisations in mind to give you a fully customisable solution, enabling you to gain a comprehensive, secure, compliant and scalable solution to manage service delivery effectively and align with the wider organisation's goals.
Benefits	• Quick turnaround • Out-of-the-box • Proof-of-value	• Become autonomous • Accelerate your teams productivity and performance • Advanced reporting and analytics	• Full customisation • Security and compliance • Increased scalability and agility

What's included

	Starter kit	Professional	Enterprise
Optimise your service management			
Discovery assessment of the current state of ITSM in the organisation	❌	✅	✅
Jira Service Management implementation with incident management and service request fulfilment	✅	✅	✅
Design and implementation of Change Enablement and Problem Management	❌	✅	✅
Design and implementation of Demand Management, IT Asset Management and Event Management	❌	❌	✅
Event Management integration with incident management and major incident management best practices	❌	❌	✅
CMDB design and configuration	❌	❌	✅
Save time by automating your processes			
Best practice automation and configuration	✅	✅	✅
Up to 10 automations from our library	❌	✅	N/A
Unlimited automation	❌	❌	✅
Look and feel			
Best practice portal customisations on the request types provided	✅	✅	✅
Additional portal customisations	❌	❌	✅
Productivity and performance			
Configuration of SLAs based on the ITSM template	✅	✅	✅
Configuration of additional 4 SLAs, 15 request types and 10 dynamic forms	❌	✅	N/A
Unlimited configuration of additional SLAs, request types, and dynamic forms	❌	❌	✅

	Visibility on performance		
Set up the reporting and configuration of one dashboard (out-of-the-box features)	✓	✓	✗
Up to 5 new service desk reports and 2 dashboards	✗	✓	N/A
Configuration of unlimited service desk reports and dashboard creation from the data available in the system	✗	✗	✓
	Knowledge is power		
Knowledge base, set up of one Confluence space (out-of-the-box features)	✓	✓	✗
Full knowledge base customisation	✗	✗	✓
	Security		
Atlassian Access configuration, SSO and integration with user directory	✗	✗	✓
	Increase user engagement and development		
Jira Service Management user and administrator training	✗	✗	✓

Workshops and consulting

Workshop hours	3 hours	4 hours	Dependent on requirements
Person/Day consultancy budget	3 Person/Day consultancy budget	5 Person/Day consultancy budget	Dependent on requirements

Elevate any of our ITSM solution packages with additional modules

Module	Description
Discovery workshop	We uncover the state of your ITSM landscape, to build a project roadmap that aligns with your goals and requirements.
Major Incident Management	Alert stakeholders or engage seamlessly on-call support teams in Jira Service Management or Opsgenie. Eliminate duplicate support tickets and clunky email lists by communicating real-time status to your users with Status Page.
SSO and integration with user directory (Atlassian Access)	Configure and implement Atlassian Access to enable enterprise-grade identity and access management (IAM) features to your central admin console.
Asset & Configuration Management with Atlassian	Manage your organisations physical and virtual assets throughout their lifecycle and the relationships between them, with the data presented on a single source of truth, fully integrated with your practices.
Reporting and BI	We provide you with a comprehensive view of your business operations, allowing you to track and analyse key metrics, visualise trends, and make data-driven decisions with ease.
Forms, scripting and process customisation	Improve the user experience using Scriptrunner and Jira Service Management to create customised and dynamic forms.
Conversational ticketing	Create seamless chat integration using apps such as Slack and Teams out-of-box.
3rd Party integrations	Connect and integrate Atlassian tools with other systems and applications. As well as cloud services, APIs, or other applications.

Need help with selecting the right ITSM package?

Get in touch with our team of ITSM experts so we can guide you through your transformation journey.

Find out more