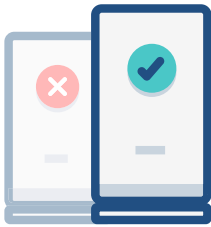


Availability and performance

The JIRA Service Desk Data Center deployment option is designed for high availability and performance at scale when hosting our applications in your own data center.



High availability

Active-active clustering

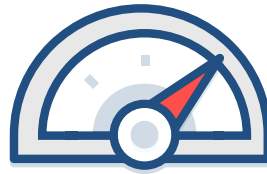
Cluster multiple active servers to ensure users have uninterrupted access to JIRA Service Desk in the event of unexpected hardware failure.

Distributed load

Use any form of load-balancing technology – hardware or software – to intelligently distribute load across your Data Center cluster.

Redundancy

Data Center platforms integrate with industry standard technologies for database clustering and shared files systems to minimize single points of failure.



Performance at scale

Increase concurrent user capacity

Each node in your Data Center cluster increases capacity for concurrent users without sacrificing performance.

Application resilience

Increase application throughput to avoid performance degradation in the event of load spikes.

Highest quality of service

Dedicate nodes for automated tasks – like reporting or integrations – to ensure the highest possible quality of service for critical teams within your organization.



Instant scalability

Hassle-free deployment

New nodes can join the cluster at any time. Existing nodes automatically synchronize plugins with each new member.

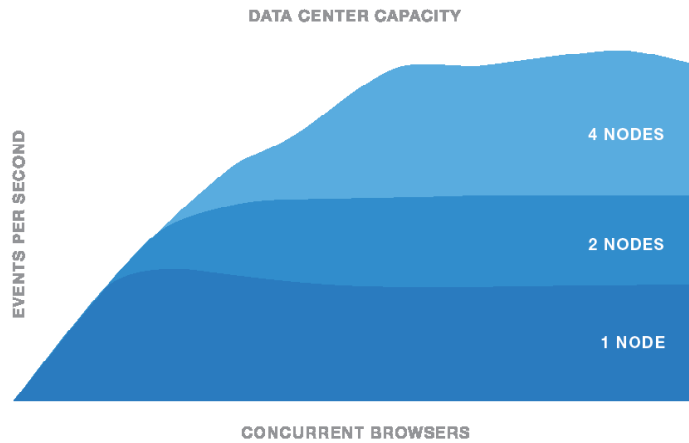
Gain capacity instantly

Rapidly scale the capacity of JIRA Service Desk Data Center without downtime by provisioning extra cluster nodes.

Predictable costs

JIRA Service Desk Data Center is licensed by agent-count, not by the number of servers or CPUs, so you can scale your environment without additional license costs.

Starting at \$12,000/year for 50 agents



Performance and capacity

During Atlassian Performance Lab testing, we discovered that a two node JIRA Service Desk Data Center cluster was able to support twice the concurrent users as a single JIRA Service Desk Server with the same response time.

Related services

Technical Account Management includes your trusted advisors and a single point of contact to help you get the most from your Atlassian investment.

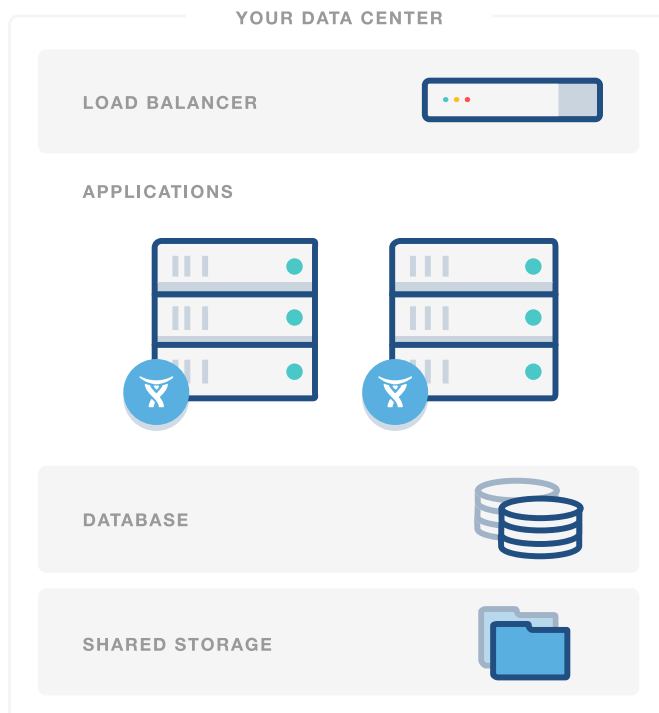
Premier Support goes above and beyond Atlassian’s standard support and provides direct access to a dedicated team of senior support engineers.

Enterprise Partners help customers with hands-on implementation of Atlassian solutions.

Learn more at www.atlassian.com/enterprise/services

Instant failover

Should an outage occur on one of the nodes, users are automatically redirected to another node in the cluster on their next request.



Traffic aggregation

Customers can use any load balancer – hardware or software – that supports session affinity, http mode, and TCP mode.

Clusters

Clusters are comprised of servers that share the workload from incoming requests. Each node is a complete JIRA Service Desk instance with its own index; indexes are replicated on all other active nodes in the cluster.

Shared file systems

JIRA Service Desk Data Center integrates with industry-standard technology for database clustering and shared file systems. Each vendor that we currently support for Server has a clusterable option.

See <http://confluence.atlassian.com> additional details.