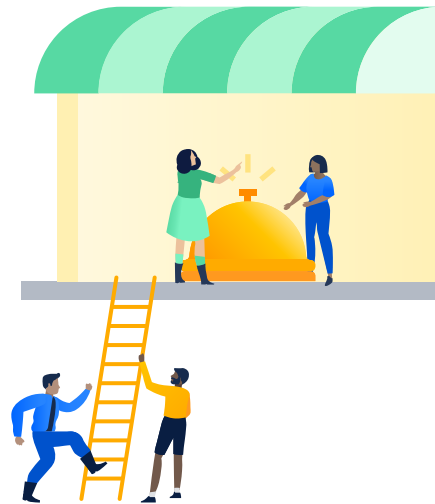


5 reasons your IT team needs Jira Service Desk Data Center



Whether you're upgrading from Jira Service Desk Server to Data Center or starting with Data Center out of the gate, here's why it's right for you.

1. Serve your enterprise at scale

Jira Service Desk is a self hosted solution that gives you high availability and disaster recovery, so no request goes unresolved.

2. Prevent service outages

In the event of unexpected hardware failure, active-active clustering, built-in disaster recovery tools, and zero-downtime backups ensures you don't lose access.

3. Scale service delivery

Feed hungry demand for service desks by increasing capacity instantly. Add extra node clusters without downtime or additional licensing fees.

4. Keep your data secure

Ensure compliance with your enterprise IT, security, and privacy policies by securing your data behind the firewall.

5. Pain-free administration

Take advantage of SAML single sign-on, Amazon Web Services (AWS) cloud formation templates, and performance testing toolkits.

Service desk software for modern IT teams

Jira Service Desk has everything your IT teams need for service request, incident, problem, and change management out of the box, and is PinkVERIFY certified.

Lean approach to ITSM

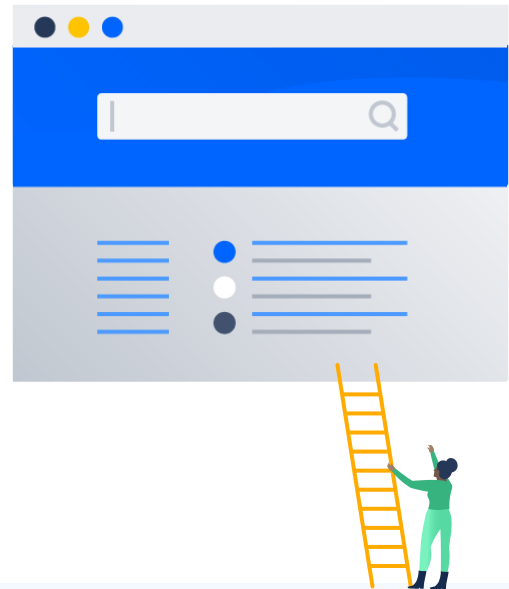
Jira Service Desk provides streamlined ITIL-certified incident, problem, service request, and change management processes. Create change requests without complex approvals, use chatrooms for rapid response, and link incidents to problems in one click.

Built for DevOps

Jira Service Desk is the only service desk built on a software development platform that connects IT and dev teams. By linking Jira Service Desk tickets with Jira Software issues, teams can collaborate on the same platform to fix incidents faster and push changes.

Easy to implement

Jira Service Desk offers implementation projects in weeks and not months. Based on the G2Crowd Service Desk Implementation Index Report, the industry average implementation time is 3.3 months. The average ServiceNow implementation takes 4.5 months, while Jira Service Desk takes just 1.2.



DHi

From ServiceNow to Jira Service Desk: How DHI saved almost \$200K and reduced major incidents by 70%

To foster continued business growth, DHI Group, Inc. needed a service desk solution that was agile, flexible, cost-effective and easy to use. So they switched from ServiceNow to Jira Service Desk as their ITIL platform for incident, problem, service request, and change management.

