

ATLASSIAN



Jira Align Enterprise Success Package

Best-in-class service for the agile enterprise



Dedicated support and guidance for your Jira Align adoption success

When your business outcomes depend on evolving the agile delivery practices and tools used to bring your products and programs to market, the successful use of Jira Align throughout your organization becomes mission critical.

With the Jira Align Enterprise Success Package, you get a dedicated Jira Align Technical Account Manager (TAM) for direct vendor guidance, insight, and access. You also get enhanced support coverage with Jira Align Premier Support to ensure you have the most responsive support experience during critical incidents.

Jira Align TAMs serve as cross-functional advisors on both practices and technology, who provide proactive planning and strategic guidance for your organization's understanding and adoption of best practices with Jira Align as you grow.

Jira Align 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.

Best-in-class service for the agile enterprise

Jira Align Technical Account Management benefits:

Jira Align guide

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

Customized guidance

Navigate transformation challenges for structuring your users, data, and practices within Jira Align with customized guidance for your unique business requirements.

Strategic direction

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

Execution for scale

Extend user onboarding from the program to the portfolio - establish practices for knowledge transfer, predictable change management, and designing for growth.

Jira Align 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 access to premier support for Jira Align for all your business units as they come into Jira Align.

Faster resolution & escalation path

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

Live screen share & phone support for critical issues

Speak with a live senior support engineer for critical incidents during business hours.

Pricing

\$119,500 /year

Have questions? Contact our Jira Align team at jiraalign@atlassian.com

Price is in US Dollars. Subscribed Jira Align TAM hours are 1 day per week (8 hours) and expire at the end of business each Friday. Hours do not roll-over or accumulate. Travel and expenses (T&E) of TAM quarterly on-site visits is at no additional cost for visits to primary engagement location (designated at time of sign-up). This cost is pre-built into the TAM service cost. Travel requests outside the primary engagement location or more frequently than quarterly, are subject to T&E costs as described in the [Jira Align Enterprise Support and Services Policy](#), and may require pre-authorization from the customer.

