


Where our Atlassian Support compares...

Choosing Trundl means you're investing in Jira, Confluence, and other applications as if they were your own product. We proactively maintain, improve, and scale your Atlassian instance, at an organic pace.

	SELECT SUPPORT	PRIORITY SUPPORT CLOUD SERVER	PREMIER SUPPORT	 Trundl	TECHNICAL ACCT MGR
Engagement Type	----- Reactive Support -----			Proactive + Reactive	Proactive Analysis
Availability	----- 9-to-5 -----		24x7	Flexible	8hrs / Week
Licenses Covered	1	Identity Manager Enabled Products	1	All + Addons	All
Production Down (L1)	2Hr	----- 1Hr -----	30min	Match Customer License	All
Serious Degradation (L2)	6Hr	----- 2Hr -----	----- 2Hr -----		
Moderate Impact (L3)	----- 1 Business Day -----		----- 8Hr -----		
Limited Impact (L4)	----- 2 Business Days -----		----- 24Hr -----		
Weekend Coverage	None	----- L1 Only -----	All Tickets	Flexible	
Atlassian-Certified Support		All Tickets	Dedicated Support, All Tickets		
Phone Support			----- All Tickets -----		
On-Call Upgrade Coverage			●	●	
Application Healthchecks			●	●	
Escalation Management			●	●	
Post-Incident Reports			●	●	
Hands-On-Keyboard Support				●	
Continuous Improvement				●	
Single Point of Contact				●	●
Use Case Guidance				●	●
Product Roadmap Guidance				●	●
Ad-Hoc Tool Training				●	