Jira Service Desk Data Center

Jira Service Desk Data Center offers many benefits to service desk customers, agents and project managers. As with all editions of Jira Service Desk, it enables them integrate their service desk seamlessly with Jira Software and the rest of the Atlassian suite. It provides a very high degree of customisability, enabling service desk managers to optimise their workflows and implement smarter service management. Many processes can be automated, freeing up staff time to focus on other important work.

Jira Service Desk is an ITIL-certified application, ensuring that it can follow ITIL-defined procedures in handling incidents, problems and other matters. The Data Center edition permits high availability and low RPO/RTO disaster recovery.

Data Center deployment gives you control over your data and infrastructure, but is more easily scaled as your organisation's needs and numbers of users grow. As well as high availability, it delivers performance at scale, deployment flexibility, and administrative control.

Features and benefits of Jira Service Desk Data Center

Versatility: Jira Service Desk Data Center is incredibly versatile and configurable. It can be adapted to almost any service desk workflow; it integrates seamlessly with other Atlassian products; it has a wide range of add-ons (apps) to extend its functionality; and, thanks to a capable, published API, it integrates with a wide range of third-party software.

Security: business data is secured behind firewalls under the complete control of your organisation, limiting exposure to risk and guaranteeing full compliance with enterprise privacy and security policies.

Reliability: Jira Service Desk Data Center reduces service outages. In the event of unexpected hardware failure, active-active clustering ensures no loss of access.

Scalability: increase capacity instantly and add extra nodes to the cluster without downtime or additional licensing fees. Ready-made architecture designs exist to implement automatically scalable instances of Jira Service Desk, in which virtual machines are spun up or shut down with fluctuating demand.

Apps: Jira Service Desk Data Center is linked to a large marketplace of apps. Here are some examples of popular apps for this Atlassian Data Center product:

- Extension: SLAs can be viewed from your customer portal, alongside custom links, SLA tools, and dynamic forms.
- Insight: control, manage and automate Jira asset updates.
- EazyBI: drag and drop Jira issues data – analysing and visualising it in an instant.
- Email this issue: send and receive email service desk messages at your convenience.

Why Automation Consultants?

Automation Consultants offers solutions for every element of the Atlassian suite and provides consultancy on Atlassian Data Center deployments. Our other core capabilities include migration services, IT issue management and customised integrations.

Automation Consultants is an Atlassian Platinum Solution Partner. This is the highest accreditation available for an Atlassian partner. We are also an Atlassian Enterprise Partner, specifically equipped to work with large organisations.

[Contact us today](#) to discuss Jira Service Desk Data Center with one of our specialists.