

Remote Administration Services for Atlassian Applications

RightStar Systems offers comprehensive remote administration services for users of Atlassian products. As a leading provider of cloud-based IT management solutions, as well as an authorized Atlassian Solution Partner, RightStar has the expertise and experience to manage operations at maximum effectiveness.

Standard Remote Administration Program

RightStar's Remote Administration Program is an annual subscription service that optimizes an organization's use of Atlassian applications. All levels of the IT department can benefit from RightStar's guidance and customization services. Management will be able to implement best practices, improve return on investment, and increase end-user satisfaction. Analysts, end users, and administrators will enhance their knowledge of the Atlassian solution and benefit from add-ons and upgrades to the system.

RightStar's Remote Administration Program provides the following services:

- Install and upgrade Atlassian software and associated add-ons
- Create and manage Atlassian Users and Groups
- Monitor Atlassian product environment health (e.g., memory usage, disk space, etc.)
- Interact with Atlassian for support issues
- Advise on best-practices for Atlassian software usage
- Implement and update business processes
- Migrate business processes from non-production to production systems
- Provide centralized administration to ensure organization-wide consistency in Atlassian software usage
- Recommend additional Atlassian products or add-ons that would improve organizational efficiency and productivity



Platinum
Solution Partner



Additional Remote Administration Services

RightStar may identify recommended application enhancements that fall outside of the scope of the standard Remote Administration Program. In this case, the client can opt for these services to be provided at additional cost.

Consultant Availability and Response Times

Subscribers to RightStar's Remote Administration Program receive priority access to senior systems consultants. The consultants will be available for non-emergency maintenance, including development of business rules, workflow, and other customizations, on a scheduled basis.

For remote support, RightStar operates under the following terms:

Offering	Hours of Operation	Services	Response Goal
Remote Atlassian Support	9-6 Eastern, M-F, or as scheduled in advance	<ul style="list-style-type: none">• Web• Email• Phone	2 business hours

