

Support Services

Save time, reduce technical debt, and achieve greater ROI



Stop playing catch-up with Atlassian tools.

Tight budgets. High expectations. Limited resources. IT teams are often spread too thin, juggling tool upgrades, support issues, and governance without enough hands or hours. But managing your Atlassian tools shouldn't eat up your team's time or keep you up at night. With Isos Technology, you don't get just another vendor, you get a partner who understands your business and is invested in your success. Our approach is simple: we focus on what matters most to your team, and ensure your tools are aligned to your organizational strategy and goals.

What you get with Isos Support Services

We focus on making your tools work for you, so your teams can stop fighting inefficiencies and start seeing real results. Our clients' experience: more time for meaningful work, greater peace of mind, increased technology value, fewer disruptions, clearer insights, and better collaboration.



System administration

We handle configuration updates, user management, governance, and more, so you can focus on higher priorities.



Responsive support

From everyday issues to critical incidents, we respond quickly to keep things running and unblock your team.



License management

No more tracking renewals or juggling vendors, we manage all your licenses and keep everything up to date.



Strategic guidance

Regular reviews, roadmapping, and strategy sessions align your tools with your goals and future plans.



Ongoing improvements

We work with you to implement enhancements and new features as your business, and the tools, evolve.



Built-in AI optimization

We help identify where automation and AI can replace manual effort and help teams work smarter and faster.

Support plan options

Essential

Get reliable support from a dedicated Atlassian expert: system updates, license management, automation guidance, and annual strategic reviews to keep you on track.

Enhanced

Build on the Essential package with 24/7 on-call support, rollover hours so no time is lost, hands-on user training, and biannual strategic reviews to align with your business goals.

Premium

All the benefits of Essential and Enhanced, plus a dedicated solutions architect, pull-forward hours, and quarterly strategy sessions to help you scale with confidence.

Enterprise

For the highest level of white glove service, we offer a comprehensive support package to meet all of your Atlassian needs. You'll get tailored solutions, premium SLAs, FTE dedicated resources, and executive engagement to ensure our partnership is driving long-term value. Contact us to discuss the terms of your enterprise engagement.

Feature	Essential	Enhanced	Premium
Dedicated Monthly Support	✓	✓	✓
License Management	✓	✓	✓
Operation Support	✓	✓	✓
Enhancements	✓	✓	✓
AI and Automation	✓	✓	✓
24x7 Incident Response		✓	✓
Rollover Hours		✓	✓
User Training & Enablement		✓	✓
Solutions Architect			✓
Pull Forward Hours			✓
Strategic Business Review	Annual	Bi-Annual	Quarterly