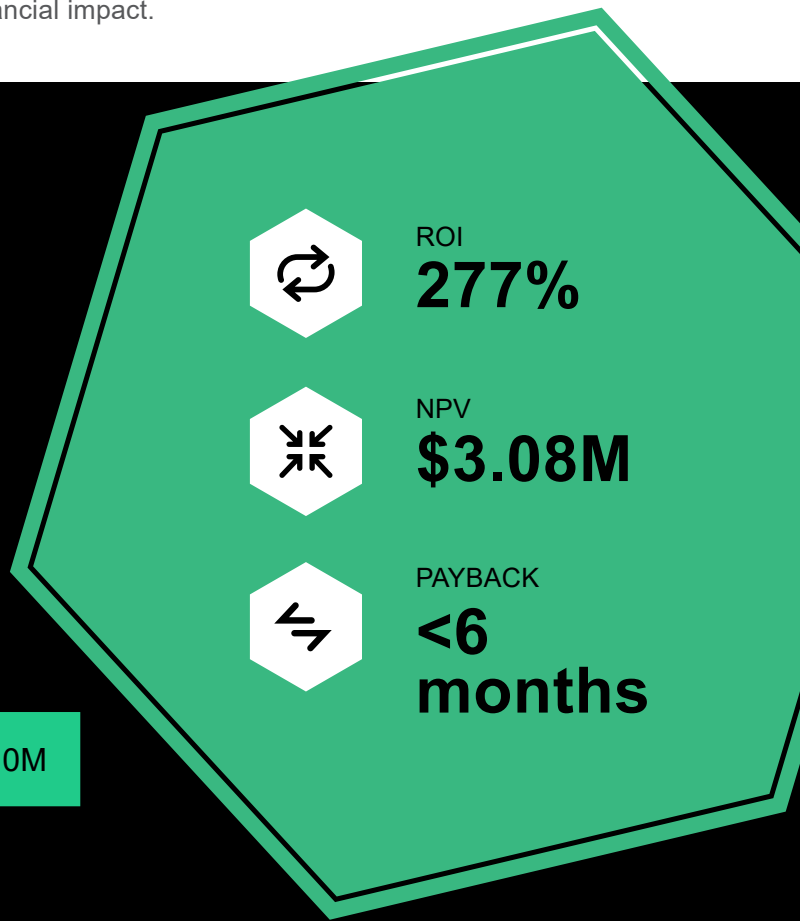
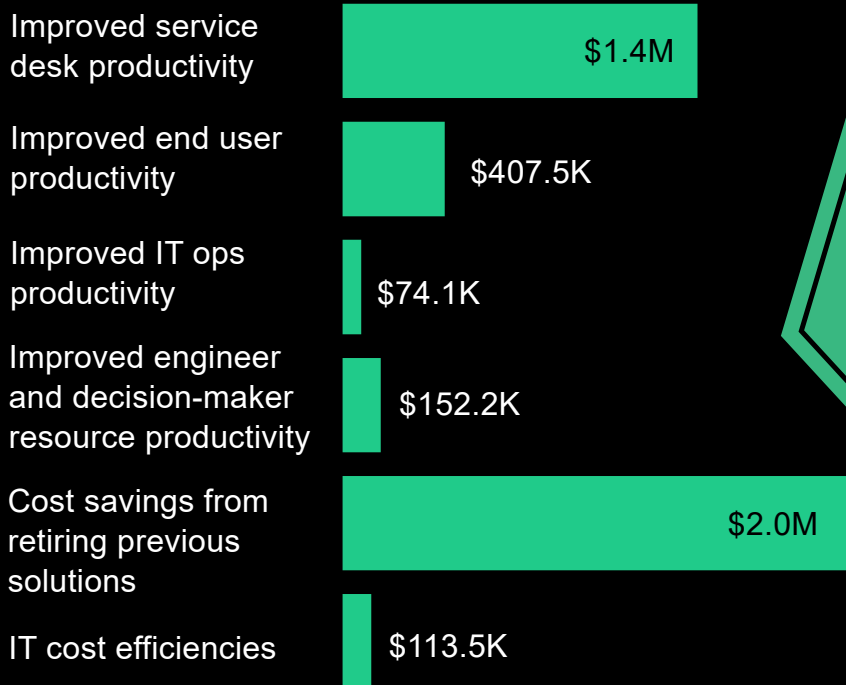


The Total Economic Impact™ Of Atlassian Jira Service Management

Through six customer interviews and data aggregation, Forrester concluded that Jira Service Management from Atlassian has the following three-year financial impact.

SUMMARY OF QUANTIFIED BENEFITS

Three-year risk-adjusted



QUALITATIVE BENEFITS

- Improved cross-functional alignment as well as employee and customer experience
- Visibility into and consistency in team performance and reporting
- Improved business team productivity
- Revenue loss avoidance
- Greater confidence in data security, stability, and scalability

VOICE OF THE CUSTOMER

“The feedback from our customers is, ‘Oh my gosh, this portal is so easy to use. It’s easy to fill out.’ ... Customers are so happy and thrilled with this.”

Executive consultant, operations and customer support, software

“The communication piece between the engineering tower and operational towers is a lot more collaborative and you can do it all within the tool.”

Manager, store and support tool engineering, retail



Read the full study

This document is an abridged version of a case study commissioned by Atlassian titled: The Total Economic Impact™ Of Atlassian Jira Service Management, December 2022.
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Commissioned By

