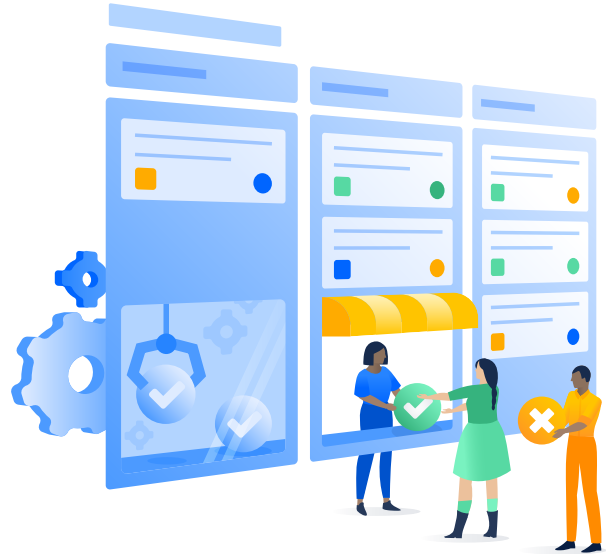


# Top five reasons your IT team needs Jira Service Desk Data Center



## Deliver exceptional service at scale with our self-managed, enterprise edition.

In today's world of high customer expectations and demand for always-on services, businesses need a flexible ITSM solution that allows them to deliver exceptional service - and one that continues to perform at scale. Jira Service Desk Data Center is built specifically for customers running in mission-critical environments that need more than what a single server can provide. It is our self-managed, enterprise edition that gives you the reliability and compliance your organization demands while ensuring your teams can work faster and smarter.

### 1 Serve your enterprise at scale

As your user base increases, you can expect fast, reliable performance with little degradation. With attributes like high availability, zero downtime upgrades, and distributed load, your team will have uninterrupted access, even during upgrades and search re-indexing.

### 2 Prevent service outages

In the event of unexpected hardware failure, active-active clustering, built-in disaster recovery tools, and zero downtime backups ensure your business can recover and continue operating.

### 3 Expand service capacity instantly

Feed hungry demand for service desks while ensuring your customers have one central place to seek help. Quickly and easily increase capacity by adding an extra node to your cluster without downtime or additional licensing fees.

### 4 Keep your data secure

Ensure compliance with your enterprise IT, security, and privacy policies by securing your data behind the firewall.

### 5 Leverage our tools for pain-free administration

Take advantage of features like SAML and OpenID Connect single sign-on, issue archiving, and rate limiting - all of which decrease the amount of time spent on admin, so you can focus on driving business value.



Jira Service Desk is ITIL-certified by PinkVERIFY™ in request fulfillment, incident management, problem management, and change management.

## AppDynamics relies on Jira Service Desk Data Center to scale service across their organization

When AppDynamics doubled its headcount in two years, the company's startup culture needed to grow with it. The company had been relying on Jira Software as a service desk but, as the business grew, it became clear they needed a dedicated service desk solution.

Because they were already using Jira Software and Confluence, Jira Service Desk Data Center was the natural choice. With the help of solution partner Adaptavist, AppDynamics implemented Jira Service Desk Data Center and dramatically reduced crashes from daily to twice per year.

AppDynamics scaled Jira Service Desk to 9 additional teams outside of IT support and credited Atlassian tools for helping maintain their DevOps culture. Now, teams enjoy high availability with uninterrupted access to their service desk. And, when necessary, they can upgrade their instance without downtime, increase users without additional licensing fees, and use native SAML support.

[For more details, read the full story →](#)

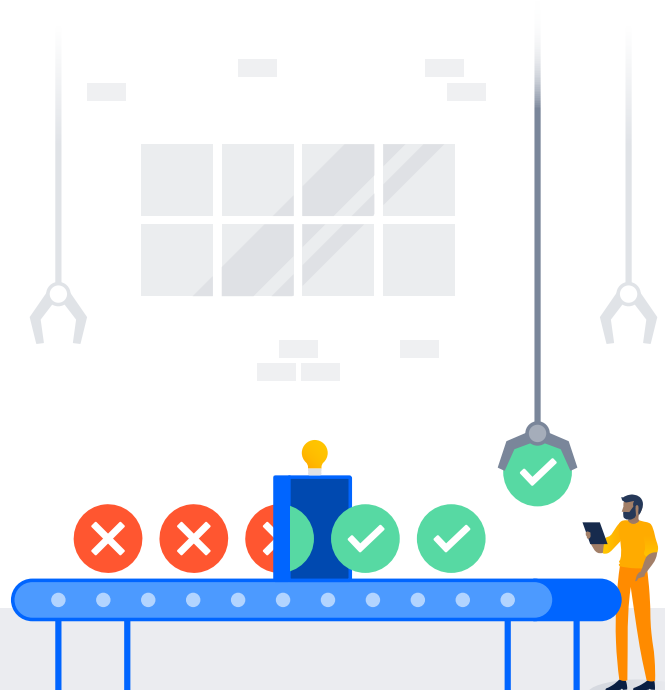
### Upgrading from Server?

If your current Server license is under active maintenance, get a break on your first year of Data Center. [Learn more.](#)

“As our processes evolve and grow over time, Jira Service Desk Data Center enables our support teams to scale operations.”

JEFF TILLET

Director, Build and Release Engineering



Learn more at [www.atlassian.com/enterprise/data-center/jira/service-desk](http://www.atlassian.com/enterprise/data-center/jira/service-desk)