



# Atlassian Cloud Enterprise

Enterprise grade scale, security and governance controls for Jira Software, Confluence and Jira Service Management



With increasingly complex technology stacks, globally distributed teams, significant requirements for everything from security and reliability to change management, enterprises have their work cut out in today's environment. **Atlassian Cloud Enterprise** is specifically designed to meet the needs of today's enterprises

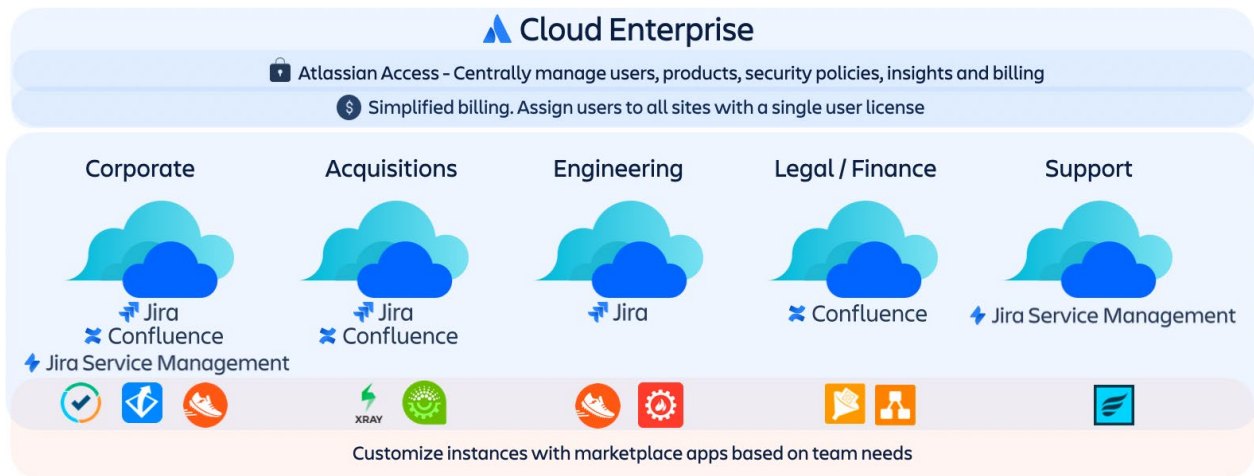
## What is Atlassian Cloud Enterprise

Cloud Enterprise is the most advanced cloud offering for Jira Software, Confluence and Jira Service Management. In addition to all the capabilities you get with **Cloud Premium**, it offers enterprise-grade scale, security and governance controls to help you get the most out of your mission-critical Atlassian products.

It empowers you to standardize your various Atlassian products onto a purpose-built cloud platform so you can cost-effectively scale, while also letting your teams customize based on their needs. It is designed to mirror the way your company is structured and allows you to setup multiple instances under the construct of your organization. Multiple instances are often provisioned for independent business units, acquired entities or to keep data pinned to specific regions for compliance or to customize based on project configurations, marketplace apps and more.

Cloud Enterprise enables global oversight with a centralized hub to manage users across product instances, apply security policies, get usage insights and manage billing. It also allows you to test and control how product configuration changes get rolled out to end-users so you can apply your existing change management practices.

With Cloud Enterprise, you can work with greater flexibility and agility while providing your administrators with centralized tools to maintain security and compliance across the entire organization.



## Scale globally while ensuring highest standards of reliability

With Cloud Enterprise you get:

- Unlimited instances** to support complex business needs such as organizational autonomy, data segregation and environment customization
- Simplified per-user licensing model** that allows users access to all enterprise instances of a product with a single license
- Customize Marketplace apps** for specific instances with a smaller subset of users rather than licensing all apps for all users, optimizing app costs
- Highest uptime guarantee** supported by a financially-backed 99.95% SLA, which equates to less than 21 mins of downtime per month
- Enterprise Support** that includes 24/7 support with a 30 minute initial response time for critical issues and phone support from dedicated senior team

**“** We rely on Jira and Confluence for mission-critical collaboration workflows such as co-ordinating complex supply chains for distributing Covid-19 vaccines. Atlassian Cloud Enterprise enables us to standardize on one cloud platform while enabling our various subsidiaries and business units to customize instances based on specific workflows, apps and more.

LEADING HEALTHCARE COMPANY

## Peace of mind with built-in security and compliance

Security is an essential ingredient in our cloud products. We offer you built-in tools to meet data privacy obligations around the globe and safeguard user accounts to minimize data breaches.

It includes:

- Encryption in transit and at rest
- Compliance certifications (Learn more at [atlassian.com/trust/compliance](https://atlassian.com/trust/compliance))



SOC-2, SOC-3 (System and Organization Controls)



ISO/IEC 27001 (Information Security Management Systems)



ISO/IEC 27018 (protection of personally identifiable information (PII) in public clouds)



VPAT 508 (Voluntary Product Accessibility Template)



PCI DSS (Payment Card Industries Data Security Standard)








GDPR (General Data Protection Regulation)

- Data Residency - ability to pin data to the United States or the European Union region with plans to expand support to additional regions including Australia, Japan, the United Kingdom, Canada, and India (Learn more at [atlassian.com/roadmap/cloud](https://atlassian.com/roadmap/cloud))
- **Atlassian Access** features at no additional cost
  - SAML-based Single Sign-on (SSO)
  - Organization Audit logs to triage anomalous activities
  - Active Directory sync with Okta, Azure, OneLogin and more
  - Enforced two-step verification
  - API token controls to view and manage API access
  - Authentication policies to customize settings based on users
  - Security integrations (CASB) to monitor for suspicious activities

## Centralized governance controls for user and change management at scale

Cloud Enterprise offers organizational level administrators with tools to centrally govern how employees use Atlassian products as well as enable a controlled change management strategy. It includes:

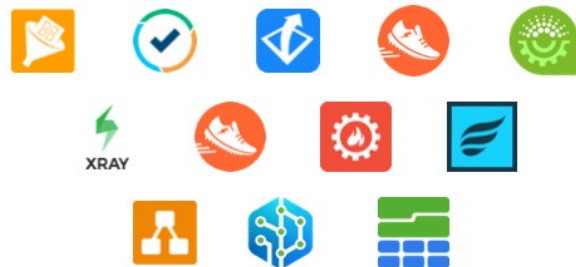
-  **Centralized Admin Hub** where administrators can assign users across various product instances, manage access permissions, customize instances with specific marketplace apps or workflows, apply security policies; check usage and billing
-  **Automated User-Provisioning and De-Provisioning** with built-in integrations to leading identity providers to save admin time and hassle
-  **Organization Insights** to track usage and make data-driven decisions to increase adoption
-  **Sandbox** is a safe, isolated environment where production data can be cloned and upcoming changes can be tested before releasing to the production environment
-  **Release Tracks** gives administrators the option to batch releases to the production environment in a fixed time window so they get sufficient time to document and prepare end-users

“ Before, I had six people that spent 90% of time on care and feeding for the app. Now we can do it with one person, part time. It’s night-and-day better.

JIM TOMPKINS, PROGRAM MANAGER, ROCKWELL AUTOMATION

## Get more out of your Atlassian cloud products

To extend the capabilities we provide in Cloud products out of the box, we offer more than 1,000 apps and integrations in our [Cloud Marketplace](#). Of the 100 most popular Marketplace apps, 68 are available for cloud, and 9 are already included in the base functionality of our cloud product editions. Additionally, we’re working with creators of popular apps to offer the same assurances around support, security, and reliability that you come to expect from Atlassian products. Learn more at [marketplace.atlassian.com](https://marketplace.atlassian.com)



To learn more, contact us at [atlassian.com/enterprise/contact](https://atlassian.com/enterprise/contact)