MICRO GENESIS

ATLASSIAN Platinum Solution Partner

Accelerating adoption and utilization of your Atlassian Applications



Empowering Enterprise Transformation with Atlassian Solutions and Services

As the leading Atlassian Platinum Partner and solution experts, MicroGenesis provides a broad range of solutions and services to help clients enhance and accelerate the adoption of their Atlassian applications and realize greater value from their investments.

Faster adoption and utilization of your Atlassian applications

Gain access to specialized expertise and personalized assistance.

Obtain customized solutions to meet your unique business needs

Purpose-fit guidance and support for your Atlassian adoption and utilization

Since every Atlassian Product deployment is unique, we offer a variety of services to support your adoption and utilization, whether you need solution development, best practice guidance, performance tune-up, implementation assistance or help analyzing upgradation or migration needs and optimizing your existing applications.



Our Services



Atlassian Consulting

- Business Case development
- Process and Systems Assessments
- Strategy and roadmap development
- Design and Proof of Concepts
- Technology Evaluation & Selection



Atlassian Licensing Management

- License Procurement
- License Renewals
- License upgradation
- License Co-Terming
- License Rationalization



Atlassian Implementation

- Project Planning and Execution
- Time and Material or project-based
- Installation and Configuration
- Process and Tool Implementation
- Application/ Service Enhancements
- Solution Architecture & Development



Integration and Migration Services

- Integration/ Migration of 3rd Party Apps
- Migration of On-Premise apps to Cloud
- Setup & Config. of Marketplace Apps
- System enhancement and upgrade
- Applying downloads, patches and fixest
- Upgrade to latest versions/ User tier



Consultant On-Demand

- Application Administration
- Implementation Service
- Coaching and Training
- Productivity & FTE Optimization
- Hourly, Daily, Weekly or Monthly
- Time and Material or project-based



Managed Services

- 8x5, 16x5, 24X7 Application Support
- SLA/ Non-SLA Based Services
- Self Service Portal
- Incidents and Service Requests
- Consulting and Implementation
- Subscription based flexible plans



Software Upgradation

- Application Modernization
- Downloads, patches and fixes
- Upgrade to Latest Versions/User Tiers
- System enhancement and upgrade



Custom Development

- Custom Add-ons Development
- Develop Applications and features
- Customize Workflows and Dashboards
- Connectors for Cloud & On-Prem Apps
- Product and Service Enhancements

Managed Services

MicroGenesis Managed Services for Atlassian provides technical assistance to customers to accelerate adoption and utilization of their Atlassian applications. These services typically includes; Best Practice Guidance, Implementation assistance, analyzing integration or migration needs, application optimization and technical support. Our support management plans are designed to provide customers with the ideal level of support, guidance, and expertise based on their unique business needs.

Services Description	Silver	Gold	Platinum
Hours	100	250	500
Validity	12 Months	12 Months	12 Months
Products Covered	All + Apps	All + Apps	All + Apps
Service Level Agreements (SLAs) – Incidents & Service Requests (SR)			
Incidents	✓	✓	✓
Resolution	✓	✓	✓
Availability	8/5	16/5	24/7
Consulting			
Product Guidance	✓	✓	✓
Best Practice Guidance	✓	✓	✓
Roadmap Planning	✓	✓	✓
Process Guidance	✓	✓	✓
Application Implementation			
Requirement Gathering	✓	✓	✓
Solution Architecture	✓	✓	✓
Installation	✓	✓	✓
Setting up projects, spaces, repositories, and user accounts	✓	✓	✓
Groovy Scripting	✓	✓	✓
App & Infra Support (Self-Hosted)			
Self-Hosted Atlassian Apps upgrades/ installation	✓	✓	✓
Infrastructure review and optimization	✓	✓	✓
Service Desk			
Self Service Portal, Track and Manage Incidents/ Requests	✓	✓	✓
Phone Support	✗	✓	✓
Email Support	✓	✓	✓

Partner with MicroGenesis to maximize your Atlassian utilization

Access to Expertise - Gain access to specialized expertise and personalized assistance.

Operational Efficiency – Help to streamline processes, improving team collaboration and productivity.

Efficient Implementation - Faster adoption and utilization of your Atlassian applications

Cost Efficiency - Save operational cost by optimizing license usage and resources.

Customized Solutions - Obtain customized solutions to meet your unique business needs.

Flexible Scaling - Scale your Atlassian utilization effortlessly, as your business grows.

MICRO GENESIS

Contact Us

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MicroGenesis Techsoft Pvt. Ltd.

Empowering Enterprises to Thrive in the Digital Era.