

Pay-As-You-Go Support For Atlassian Tools

Flexible options and add-ons for the support you need

With Clearvision's PAYG support package, you get a straightforward solution that fits your needs. Buy however many hours of support you require, and when you run out, just buy more!

This comprehensive support package requires no contracts to be signed,

and it comes with a dedicated support team and extensive coverage for a number of tools. With prices starting from £3,500/\$5,500 for 20 hours of support, this approach provides a fuss-free way to support your mission-critical tools, ensuring your team can work to their full potential.



Key Features

No Contracts

Purchase support time when you need it, with no contracts to tie you in - it's all about flexibility. You only pay for what you use, so there won't be any unexpected bills.

Wide Coverage

Your support covers all your Atlassian tools, as well as Marketplace add-ons. And with one of Clearvision's service add-ons, we can extend that support even further.

Flexible Support

Our certified specialists make sure your IT solutions are effective and reliable. Need help with something in particular? Contact us today, and we'll find a deal that works for you.

What's Included?

As standard, pay-as-you-go support offers:

- Support coverage for all your Atlassian tools.
- Break/fix support, meaning if an application goes down, we'll get you up and running again as soon as possible.
- Support and guidance for Atlassian verified add-ons.
- Post-incident investigation, so you'll know the reason for any problems.
- Remote support, giving you the help you need, no matter where you are.
- Major incident assistance.
- Support is included for all core Atlassian tools:

Customize Your Support

In addition to the standard PAYG package, Clearvision also offers a range of add-ons:

Annual Upgrades

Forget upgrade headaches - let us take control of major release updates for you. With the Annual Upgrade package you'll get 24 hours of consultancy time, ensuring updates are timely and downtime is minimized.

Annual Health Check

With an annual health check from one of our consultants, you can rest assured your most important tools are running optimally. The price covers one day on site with you at a time that suits you.

Administration Add-on

Perhaps the most important add-on of all. With Clearvision's Administration upgrade, you get an extra level of support. This includes Marketplace add-on maintenance, dashboard configuration, workflow management, scheme changes and much more. If you need the most extensive support package possible, this is for you.



Summary Of Clearvision Pay-As-You-Go Support

The table below shows a more complete overview of what's included with Clearvision's PAYG support as standard, and how that compares with the Administration add-on included.

Feature	Standard PAYG Support	Administration Add-on	Summary of Feature/Limitations
Application support and guidance	✓	✓	Application support coverage for all Atlassian applications. Includes guidance and how-tos for all aspects of Confluence, JIRA, Crowd, Bamboo, Bitbucket (Stash), Fisheye, Clover and Crucible.
Incident break-fix support	✓	✓	Covers incidents and major incidents that occur within the Atlassian applications. If the application is down, we can fix it on a best endeavours basis.
Atlassian verified Marketplace add-on support + guidance	✓	✓	Support and guidance for Atlassian verified add-ons. This does not cover installation and configuration (see "Atlassian verified marketplace add-on maintenance") for this feature.
24/7 customer portal	✓	✓	24/7 access* to our customer support portal. Issues will be tracked by Clearvision.
Post-incident investigation	✓	✓	Following an incident that occurred on your Atlassian application, we can investigate the cause and advise on preventative action. This includes outages, authentication failures, performance issues. This will require front-end admin access and backend SSH/RDP in order to fulfill.
Remote support	✓	✓	Remote support for your Atlassian applications for collaborative resolutions. We will connect remotely to discuss and resolve supported issues.
Major incident assistance	✓	✓	Major incident assistance during your purchased support option hours coverage. If an application is down, we can help on a best endeavours basis.
Application administration support	✗	✓	Atlassian application administration on your behalf, including: <ul style="list-style-type: none"> • Dashboard configuration • User management • Scheme changes • Mail configuration • Workflow creation and changes • Custom field creation
Atlassian verified marketplace add-on maintenance	✗	✓	Maintenance for Atlassian verified marketplace add-ons, including: <ul style="list-style-type: none"> • Add-on installation • Add-on configuration on a best endeavours basis • Add-on upgrades • Add-on scoping
Vendor escalation with issue management	✗	✓	Vendor escalation with issue management includes Clearvision liaising with the application or plugin vendors to reach a resolution of your issue.
Application request fulfilment	✗	✓	Clearvision can fulfil requests for your Atlassian applications including: <ul style="list-style-type: none"> • Space/project/repo creation • Space/project/repo configuration changes • Adding/removing application users • Application configuration