

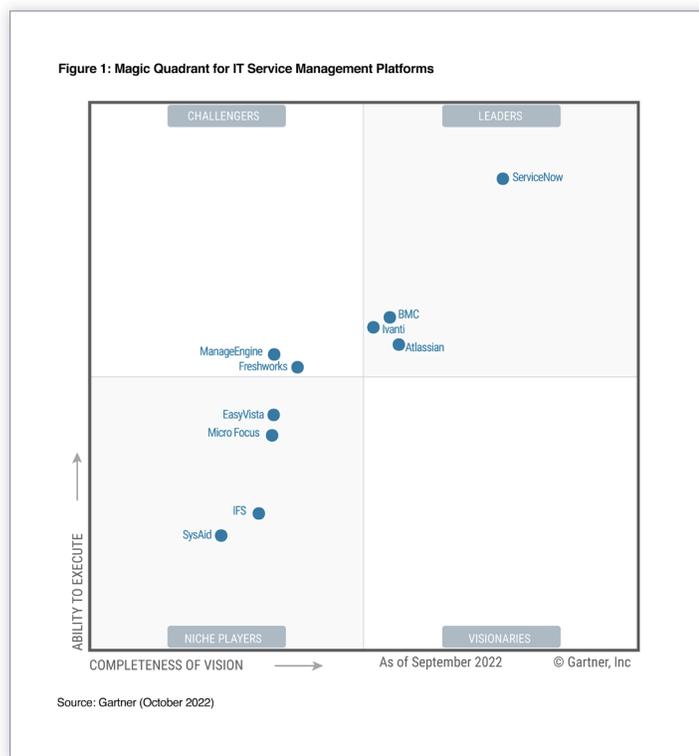


Atlassian Named a Leader in the 2022 Gartner® Magic Quadrant™ for IT Service Management Platforms

Jira Service Management unlocks high-velocity service teams



Gartner recently released their annual Gartner® Magic Quadrant™ for IT Service Management Platforms: an in-depth analysis of the ITSM landscape, market direction, and vendor solutions available to customers. **Gartner named Atlassian a Leader in the 2022 edition of this report.**



It's not easy out there for Infrastructure and Operations (I&O) leaders. Besides adapting to the growth of digital businesses and distributed workforces, the cost and complexity of legacy ITSM solutions continue to present their own challenges.

In their 2022 Buyer's Guide to ITSM Platforms, Gartner found that "Eight out of 10 IT organizations overspend on IT service management (ITSM) platform subscriptions by half of the contract value because they purchase functions that do not get fully used."¹

As I&O teams evaluate the return on their service management investment, they are recognizing the need for a right-sized solution that delivers value fast and scales with the needs of the business.

“ Atlassian’s mission in the service management space remains the same as the day we entered: To unlock high-velocity service teams across the enterprise. Over 45,000 customers now rely on Jira Service Management to power service delivery. This recognition by Gartner is a validation of Atlassian’s unique approach, the value Atlassian provides to customers today, and a vision for the future of service management.

CAMERON DEATSCH,
Chief Revenue Officer at Atlassian

The Atlassian Approach

Connect Development and IT Operations to Accelerate Work

As digital enterprises continue to transform, they recognize the importance of uniting these teams so work flows seamlessly from concept to design, and on to building, launching, operating, and supporting great product and service experiences. Atlassian uniquely connects development and IT operations to better respond to change and ship new products or services faster.

Autonomy with Alignment is Key

The traditional norms of a centralized, command-and-control approach to I&O face all kinds of challenges with today's distributed architectures and agile ways of work. Atlassian provides enterprise teams with the flexibility and simplicity required to run fast and operate with autonomy, while still allowing for common terminology, experiences, and administrative controls, necessary for coordinated work.

Empower All Service Teams

Teams outside IT need to operate with the same urgency and speed. Atlassian enables business teams to adopt a service-oriented mindset and reduces reliance on central IT in order to provide rich service experiences for internal customers.



To learn more about Jira Service Management and high-velocity ITSM with Atlassian tools, contact your local Atlassian Solution Partner today.

¹Gartner, Inc. "A Buyer's Guide to ITSM Platforms," Chris Matchett, Rich Doheny, 4 August 2022

Gartner, Magic Quadrant for IT Service Management Platforms, Rich Doheny, Chris Matchett, Siddharth Shetty 1 November 2022

Gartner Disclaimer

Gartner does not endorse any vendor, product or service depicted in its research publications, and does not advise technology users to select only those vendors with the highest ratings or other designation. Gartner research publications consist of the opinions of Gartner research organization and should not be construed as statements of fact. Gartner disclaims all warranties, express or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.

GARTNER and MAGIC QUADRANT are a registered trademark and service mark, and PEER INSIGHTS is a trademark and service mark, of Gartner, Inc. and/or its affiliates in the U.S. and internationally and are used herein with permission. All rights reserved.

This graphic was published by Gartner, Inc. as part of a larger research document and should be evaluated in the context of the entire document. The Gartner document is available upon request from Atlassian.