Jira Service Management
Product Packages

cprime | ATLASSIAN **Platinum Solution Partner** ENTERPRISE

Jira Service Management (JSM) provides a comprehensive solution to streamline operations, enhance collaboration, and deliver exceptional service across your organization through its powerful and customizable platform.

Whether you're a team of five or an enterprise with thousands of users, Cprime offers a number of JSM packages to meet your needs. Enjoy the freedom to scale up as your organization grows, without worrying about outgrowing your service management solution.

JSM Essentials

Need to establish an ITSM practice?

Our experts will onboard & enable JSM out of the box, creating a customized backlog with your teams to quickly get you up and running.
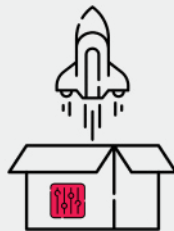

Aprox. 100 Hrs.

JSM Essentials Plus

Out of the box doesn't meet your needs?

Through advanced customization, integrations, and automations, we'll enable your team with ITIL knowledge and skills required to effectively use, maintain, and scale JSM for your needs.

Aprox. 200 Hrs.

Service Management Transformation with JSM

Current practice not working?

Streamline workflows, optimize service delivery, and improve efficiency with Cprime as your trusted partner to achieve a comprehensive service management transformation using JSM and ITIL practices.

Aprox. 300 Hrs.

Included Practice Areas	JSM Essentials	JSM Essentials Plus	Service Management Transformation with JSM
Request Management Incident Management Problem Management Change Management Knowledge Management	✓	✓	✓
Service Management	(if needed)		
Asset Management	(if needed)		
IT Asset Management		✓	✓
Measurement & Reporting Management		✓	✓
Service Catalog Management		✓	✓
Service Desk Catalog		✓	✓
Service Desk Practice		✓	✓
Service Level Management		✓	✓
Availability Management			✓
Mentoring and Event Management			✓
Portfolio Management			✓
Release Management			✓
Service Request Management			✓

Elevate your Service Management with Cprime

Take advantage of Cprime's expertise and experience to ensure an optimal service management environment using **Jira Service Management** for your organization.