

Clearvision Managed Hosting



Atlassian and leading software solutions

Clearvision offers managed hosting services for the Atlassian toolset, as well as other leading solutions, all maintained by our expert teams 24/7/365, on both Infrastructure/Operating system and Application layers.

Our tiered offerings include full Server editions of the Atlassian tools, so you can retain admin access and full control over the configuration of your setup, as well as the Atlassian Marketplace plugins you use.

Comprehensive and flexible setup, along with robust “lights-on” management are included as standard. The flexibility of Clearvision’s hosting packages is designed to empower teams to reach their full potential, using their tools the way that works for them.

Clearvision’s managed hosting encompasses a number of services that facilitate the installation of Atlassian products to cloud-based hosting on virtual infrastructure provided by leading infrastructure vendor Amazon Web Services.

Each product will be installed on its own virtual instance to ensure high availability and performance standards can be met.

Why Choose Clearvision?

Full control over your own instance

- Full server editions of Atlassian solutions
- Your own dedicated environment
- Service Level Agreement for Application Uptime and Support
- Hosting flexibility around Atlassian Marketplace plugins, connectivity to external user directories, and more
- Enhanced security and backup
- Application administrative privileges
- Hosting and support from an enterprise-certified Atlassian Platinum Solution Partner

Supported Applications

- **JIRA Software**
- **JIRA Service Desk**
- **JIRA Core**
- **Confluence**
- **Crowd**
- **Bitbucket Server**
- **Bamboo Server**
- **HipChat Server**
- **Other apps on request**



Hosting Features

Included as standard in all hosting packages

Lights On Management	Atlassian tools are business critical. We ensure your Clearvision hosted applications are running 24/7/365.
Flexible Infrastructure	Our tiered hosting packages ensure the most appropriately sized environment is used and that it can easily grow as your requirements scale.
Multiple Servers	Application tier and data tier services and programs are hosted on multiple servers. This ensures increased reliability and performance of your Atlassian tools.
Patching and Monitoring	Our operations team will monitor your environment 24/7/365 and patch security and functional issues with the infrastructure / operating system and the application layer.
Backup and Disaster Recovery	Full nightly backups with a 30 day retention period as standard. In the unlikely event of a disaster, our support team will bring you back online.
Secure Architecture	Web, application and data tiers separated by firewalls (double firewall protection of your data).
Unlimited Bandwidth	No bandwidth charged (fair usage applies).
Customer Support	Standard Pay As You Go support included to help with any activities covered in Clearvision Support Schedule.
Licensing Transfer	Leverage your existing Atlassian Server licensing in Clearvision's hosted environment.



Optional Services

Additional services to meet your needs

Additional Support	When additional Support hours are required for any activities covered in Clearvision Support Schedule.
Administration Support	Going beyond break/fix support, get an extra resource to complement the skills and capacity of your in-house team. This covers a variety of tasks from workflow changes through to custom field creation.
Data Migration	Clearvision's expert consultants can help you migrate your data from your existing environments into your new hosting solution.
Licensing Management	We can help you with your licensing needs, including purchases, upgrades, and renewals.
Health Check	Clearvision can deliver proactive Health Checks, performed by our Client Services team to optimise your hosted solutions.
Upgrade Package	Forget upgrade headaches - we'll take care of release updates for you. Select from a range of upgrade support options, from a simple advisory through to a fully implemented support package where Clearvision handles the entire upgrade process.
VPN Connectivity	Integrate with your existing user directories behind your corporate firewall.
Custom Domain and Certificate	Use your own custom domain and SSL certificate.
Warm Standby	This method of redundancy means the secondary (backup) system runs in the background of the primary system. Data is mirrored to the secondary server at regular intervals, enabling you to switch to the live standby instance if required for a mission-critical, always on backup server.
Additional Storage	For customers with additional storage space requirements (typically required when customers make heavy use of large attachments).



Hosting Packages

Covering customer needs from small to enterprise

	Bronze	Silver	Gold	Platinum
Suitable For	Small setups	Medium installations	Large global instances	Enterprise solutions
Sizing Indication*	20 JIRA projects OR 1,000 Confluence pages	50 JIRA projects OR 20,000 Confluence pages	150 JIRA projects OR 100,000 Confluence pages	350 JIRA projects OR 500,000 Confluence pages
Virtual Hardware (CPUs/RAM/Storage)	2/4GB/100GB	4/8GB/200GB	8/16GB/400GB	16/32GB/800GB
Support Hours Included (Per Year)**	5 for primary instance +1 hour for each additional instance	10 for primary instance +1 hour for each additional instance	15 for primary instance +2 hour for each additional instance	20 for primary instance +3 hour for each additional instance

*The right solution for you will depend on multiple factors, such as number of projects, pages, workflows and users. The Clearvision team can help you size and choose the right option for you.

**The primary instance is considered the highest tier purchased, when multiple products are used. When your hosted solution exceeds reasonable performance objectives due to running out of capacity (as monitored by Clearvision Support), the hosting package should be upgraded to the next tier (for example, from Bronze to Silver).

Additional Terms

- Renewal of the Hosting service is automatic and will not be subject to a new purchase order. At the end the hosting term, Clearvision will extend the hosting period by 12 months and invoice the customer the same annualised amount as per the original order.
- Upon contract termination, Clearvision shall provide the data dump of the customer's data to an SFTP site for 30 days for the customer to access and copy such data if required.
- Clearvision reserves the right to expire this data sheet according to the expiration date of the accompanying quote, or if unspecified, forty-five days from the date this data sheet was delivered. This data sheet is governed by the current Clearvision MSA.

Contact

Email enquiries@clearvision-cm.com or call +44 (0) 845 459 9530 (UK) / +353 1960 9597 (Ireland) / +1 (215) 278 8706 (USA) / +91 (0)80 49016431 (India) to discuss your options.

