

MajorKey ITSM Service Bundles simplify the deployment of Jira Service Management for the everyday Atlassian customer. The bundles serve to make it easy to discover value and quickly spin up the appropriate Jira Service Management environment with best practices configurations and integrations.

Click here to [contact us for pricing information](#).

Starter

The starter bundle is for IT teams who are trying to move away from a manual, email-based ticket process or from a very simple tool. The starter bundle allows you to start small with Jira Service Management, but still includes core functionality like a Service Portal and Incident Management.

Professional

The professional bundle is for more mature IT teams who might be moving away from a previous tool that was poorly implemented. The professional bundle includes everything from the starter bundle, plus functionality like the CMDB and chat integrations.

Advanced

The Advanced bundle is for enterprise grade IT teams. This bundle is perfect for organizations who need the ITIL compliant framework and configurations from the previous bundles, and advanced functionality like event management and integrations to monitoring tools.

	Starter	Professional	Advanced
Incident	X	X	X
Problem	X	X	X
Change	X	X	X
Knowledge	X	X	X
Email Integration	X	X	X
SAML SSO Configuration	X	X	X
Service Portal Branding	X	X	X
Basic Request Configuration	X	X	X
End User Training	X	X	X
Jira Administrative Training	X	X	X
Go Live and Post Live Support	X	X	X
Configuration Documentation	X	X	X
Advanced Request Documentation		X	X
Asset Management/CMDB		X	X
Teams or Slack Integration		X	X
People Data Feed		X	X
Asset Discovery			X
Event Management			X