

News Release

October 9, 2024

EXEO Digital Solutions, a Leader in ITSM Implementation, Announces the JSM Start Pack, an Implementation Service Suitable for Small Teams and Organizations

EXEO Group, Inc. (head office: Shibuya-ku, Tokyo; Tetsuya Funabashi, President) announces that EXEO Digital Solutions, Inc. (head office: Minato-ku, Tokyo; Koichi Maeda, President), one of the Company's core subsidiaries (Group companies), engaged in the system solutions business, is launching Jira Service Management (hereinafter, JSM) as an implementation package service for quick, one-price introduction provided by Atlassian Pty. Ltd. (Japanese corporation: Atlassian Corporation).

■ Background

In-house IT operations face numerous issues, including standardization of management contacts, visualization of response status, and centralized management of incidents. However, improving operational efficiency entails considerable time in selecting IT services and tools and adapting them to the business, and improvement work often does not progress as expected. This service solves these issues and quickly improves the efficiency of in-house IT operations.

■ What is the JSM Starter Pack?

JSM is an IT service management solution provided by Atlassian. It is an integrated tool that includes service desk features such as request portals, service catalogs, queues, and SLAs as well as incident management, change management, problem management, asset management, structure management, and knowledge management.

JSM Starter Pack is a service that allows you to quickly get started with JSM by providing carefully curated features with a simple pricing structure. As a result, companies can quickly and effectively improve the efficiency of their in-house IT operations, contributing to enhanced corporate value.

What is the JSM Starter Pack?

Features of the service



1. One-price, quick provision

It packages the "license" and "implementation service" required for JSM implementation, offered at a single price.



2. Providing optimal functionality to improve the efficiency of in-house IT operations

It carefully curates JSM's wide range of functions and offers the most effective functions for improving the efficiency of in-house IT operations. Using best practices, such as ITIL, also promotes standardization and continuous improvement of business processes.



3. Even modernizing operation monitoring

Centralized management, ranging from alert aggregation to incident responses, helps visualize the entire process, thereby enabling faster problem resolution and improved operational efficiency.

Feature 1: One-price, quick provision

It packages the "license" and "implementation service" required for JSM implementation, offered at a single price.

JSM Starter Pack

JSM is a "one-price," "quick-implementation" service.

One price

License + implementation costs

2.9 million yen

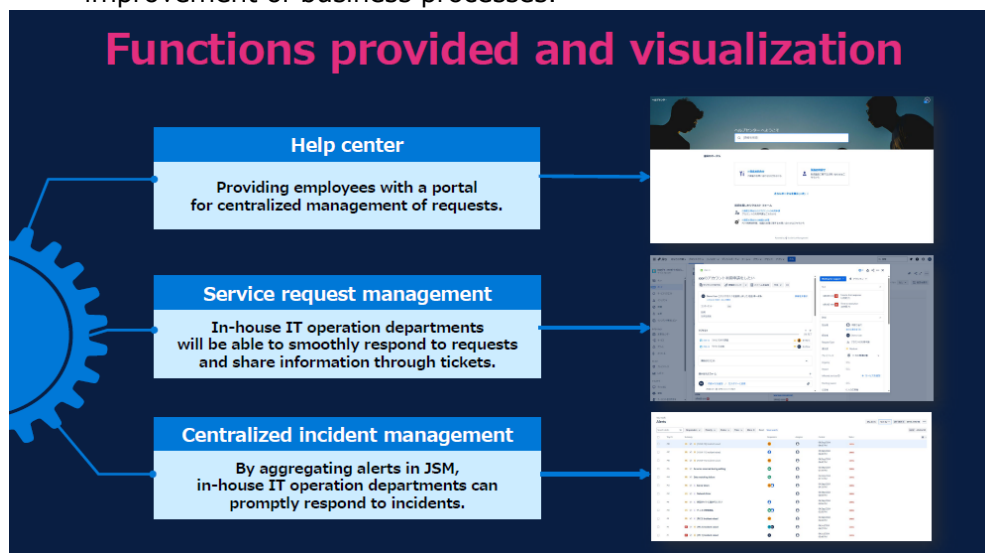
Quick implementation

Quick implementation using our own questionnaire sheets

From one month

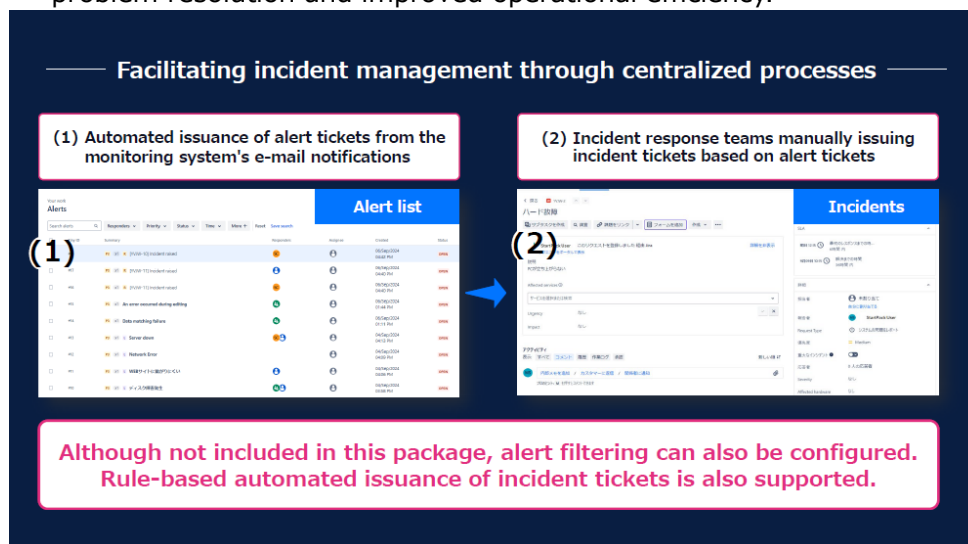
Feature 2: Providing optimal functionality to improve the efficiency of IT operations

It carefully curates JSM's wide range of functions and offers the most effective functions for improving the efficiency of IT operations. Using best practices, such as ITIL, also promotes standardization and continuous improvement of business processes.



Feature 3: Modernizing operation monitoring

Centralized management, ranging from alert aggregation to incident responses, helps visualize the entire process, thereby enabling faster problem resolution and improved operational efficiency.



■ About EXEO Digital Solutions, Inc.

EXEO Digital Solutions Inc. will make the most of its technology and knowledge in the field of system solutions, from consulting to design, development, and operation, and will work to solve its customers' problems and promote their digital transformation.

<Official Website>

<https://www.exeo-digitalsolutions.co.jp/>

[Jira solution introduction]

<https://www.exeo-digitalsolutions.co.jp/dx-solutions/jira-service-management/>

* As a rule, the names of companies, products, and services are trademarks or registered trademarks of their respective companies.

Contact for inquiries

PR group, Corporate Communication Office, EXEO Group, Inc.

TEL. +81-3-5778-1075 E-mail: contact@en2.exeo.co.jp