



IT Service Management Quick Start

Three Weeks to an ITIL-based Service Desk

Jira Service Desk provides the flexibility IT organizations need to improve productivity and meet demanding service-level agreements. Unfortunately, many consulting firms have a one-size-fits-all approach to implementing the platform. Organizations often face a costly, months-long consulting project with heavy involvement from key stakeholders—an approach that's beyond reach for many organizations. Fortunately, there is another option.

An IT Service Management Quick Start from Præcipio enables IT organizations to get up-and-running with Jira Service Desk in weeks rather than months. Drawing on decades of experience, we deliver an industry-standard implementation of Jira Service Desk that provides exactly what you need and nothing you don't.

Jira Service Desk



Incident Management

Service Request Management

Problem Management

Change Management

Getting it Right—From the Start

Our IT Service Management Quick Start is designed for IT organizations that want to quickly realize the value of best practice workflows based on ITIL. The Quick Start delivers processes that are most commonly implemented in IT organizations and that offer the greatest margin for process improvement. We take the real-world application of these industry-standard workflows and apply our own best practices to provide you with workflows that are a step above the textbook recommendation—and delivered in a fraction of the time compared to a traditional implementation. Within a matter of weeks, you are set up for success.

Benefits of IT Service Management Quick Start



Rapid implementation accelerates time to value



Reduced involvement from key stakeholders increases return on investment



Industry standard workflows ensure implementation is right from the start



ITIL compliant workflows optimize opportunity for process improvement



No vendor lock-in required: expand implementation at any time

Praecipio Consulting is an IT and business consulting company that leverages the Atlassian product suite to deliver best-in-class technology solutions to clients of all sizes and industries. We've deployed complex Jira Service Desk implementations that run as long as 16 weeks as well as simple deployments that are completed in less than a month. We believe that every company can benefit from the power of Jira Service Desk. It is our goal to empower teams to become self-sufficient with a well-implemented, well-designed tool that fits their needs.