

# Continuous Assurance with Moogsoft + Atlassian's JIRA and OpsGenie

Moogsoft + Atlassian increase DevOps and SRE productivity and collaboration, reduce costs and provide early incident detection, while streamlining notification, resolution and development planning.

## Challenge

Modern applications and their infrastructures are complex and dynamic, with scores of loosely coupled API components. Monitoring them generates too many alerts, making it hard to detect real incidents and engage the right people and teams. Proactive insights needed to prioritize work and address problems are often lost or don't exist. With Moogsoft and Atlassian, you can detect, diagnose, and fix issues earlier, while proactively preventing them from reoccurring, which lowers costs, and yields immediate, significant business value.

## Use Cases

### Boost Productivity & Collaboration

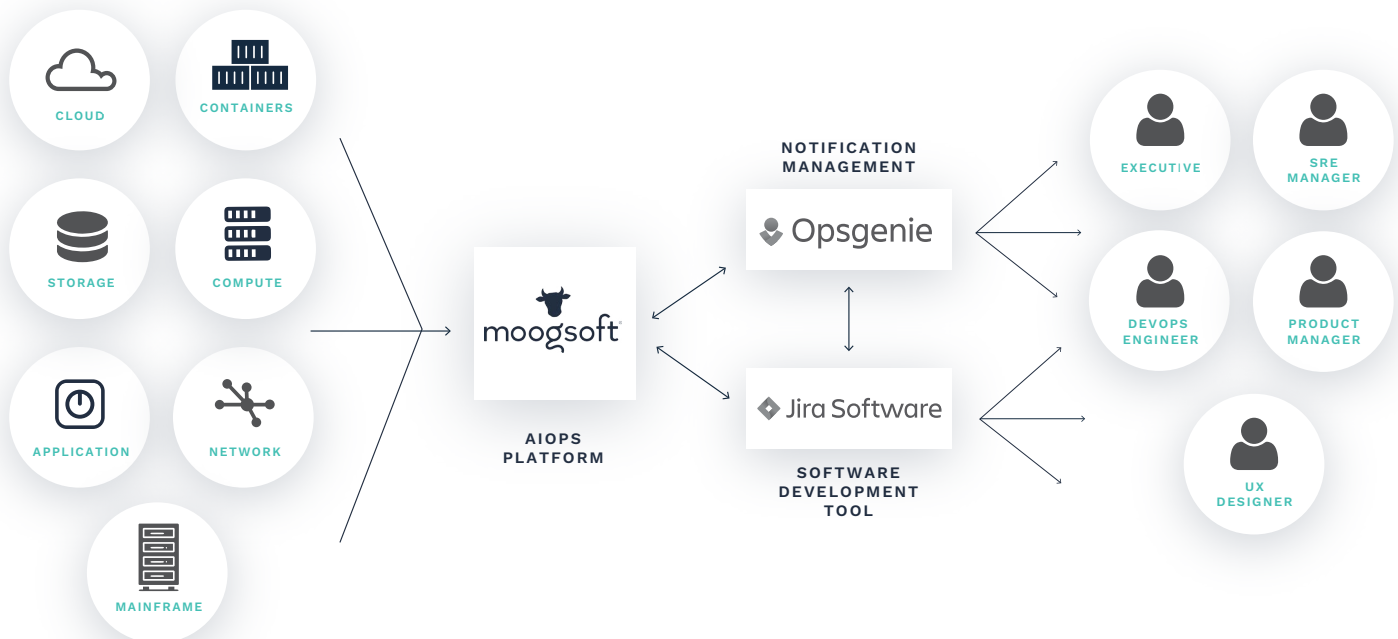
Reduce escalations, facilitate collaboration, allocate resources efficiently and recycle knowledge for development planning

### Attain Continuous Service Assurance

Avert service impacts, and protect brand reputation, customer experience, and revenue

### Virtualize Your Operations

Detect incidents early, notify stakeholders quickly, and pinpoint causality precisely

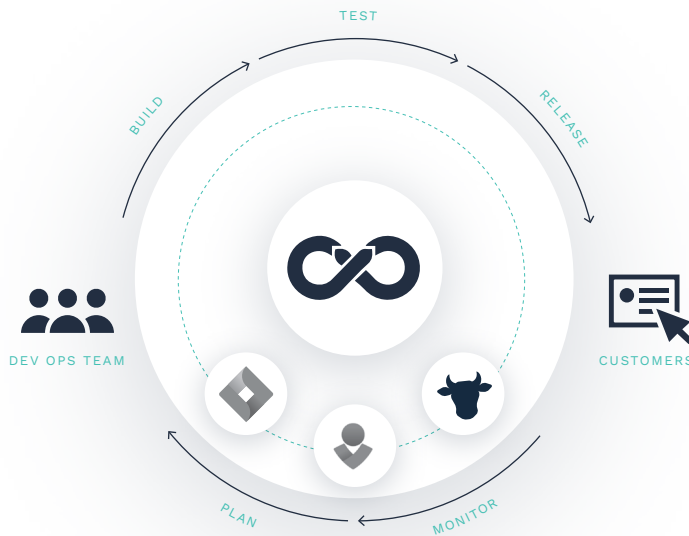


## How It Works

When Moogsoft surfaces an incident, it is sent in real-time to Atlassian's OpsGenie and JIRA. OpsGenie identifies the precise people who are needed to take action, while JIRA tracks the incident and links it to the right application component. Users have the context needed to acknowledge, decline or escalate, and begin to collaborate from either platform. Moogsoft AIOps' Situation Room allows all users to share a consistent view, consolidating all the insights needed in a virtual room, while both platforms stay in sync throughout the lifecycle of the incident. Once the incident is resolved, JIRA streamlines planning for components that require attention, by leveraging Moogsoft's historical knowledge, similar incidents, and the impacted service-to-component mapping.

## Value

The seamless, bi-directional integration between the Moogsoft and Atlassian platforms helps DevOps and SRE teams in operating and planning, increasing the reliability and functionality of their services. It also increases productivity within teams, allowing them to surface insights, gain context, engage the correct people the first time, and plan efficiently. With Moogsoft and Atlassian, your DevOps team can focus on critical areas of the services you provide to increase their reliability and improve the customer experience. You and your teams have the context to accelerate troubleshooting and resolve incidents before they impact your business. The joint solution accomplishes all of this by adding a critical layer of intelligence and integrating with the tools and infrastructure you've invested in over the years.



## What to find out more?

More information on the partnership between Moogsoft and PagerDuty can be found at:

<https://www.moogsoft.com/integrations/atlassian/> and <https://marketplace.atlassian.com/apps/1222341/moogsoft-aiops>

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