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SERVICEROCKET

EMPOWERING ORGANIZATIONS TO ACHIEVE MORE: THE SERVICEROCKET WAY
Top Atlassian services company that is at the forefront of tackling customer challenges
A software company that sought to expand into device development recently faced major obstacles in navigating their vast supply chain.

The situation was made more complex as multiple external partners used different proprietary systems to manage projects. The company needed a robust mechanism that connected product managers with ongoing manufacturing efforts across numerous locations, languages, and technologies, all while safeguarding proprietary information.

Recognizing the need for deep expertise in Jira and project collaboration, the company turned to ServiceRocket, a leading tech-enabled global services company. Founded in 2001, ServiceRocket is known for its ability to optimize and maximize the utilization of complex software applications and for its Atlassian expertise.

ServiceRocket’s team responded by creating a coordinated system that improved team collaboration across all external vendors. Leveraging the power of Atlassian’s Jira platform, their engineers tailored and augmented a solution that met the company’s specific needs.

Critical to the project’s success was the ability to filter out proprietary information while monitoring progress.

WE MEET CUSTOMERS WHERE THEY ARE WITH PRACTICAL SOLUTIONS THAT PRIORITIZE SHARP, ITERATIVE ENGAGEMENTS, SO THEY CAN QUICKLY CAPTURE THE VALUE OF THEIR INVESTMENTS
CHIEF CUSTOMER OFFICER, CIOReview and founder of ServiceRocket. “The accolades that customers regularly give us across solutions and services tells us we’re on the right track,” says ServiceRocket Chief Customer Officer Peter Marquez. Armed with deep expertise as an Atlassian Platinum Solutions Partner, ServiceRocket helps businesses implement, support, and manage the use of their software applications with consulting, training and managed services.

A key factor that drives the firm’s success is its approach to asking questions that are critical to evaluating the full potential of a client’s IT assets, technology use, and process efficiency. Those conversations often uncover valuable opportunities.

“Always discuss problems and solutions with a customer,” says Isabel. “That enables us to deliver on our brand promise, #DelightTheCustomer.

A customer recently spoke with us about the complexities involved in Confluence migration,” recalls Waseem Elfaouri, Senior Representative, Customer Solutions, who works with ServiceRocket’s Australian team. “Our questions also led us to understand why they haven’t moved from server to cloud when they already have an existing Jira instance in the cloud and provide an appropriate service.

This customer-centric approach is fueled by another ServiceRocket value, #ShareTheKnowledge. “A client, who is a leader in the connected technology industry, recently experienced tremendous growth in their Jira adoption,” notes Isabel Quintero, Professional Services Manager, who is based in Seattle, Washington. “The result meant Enterprise Support resources were being consumed at twice the expected rate, leaving our stakeholders with having to request additional budget.

Rather than simply issue an SOW, the ServiceRocket team shared insightful analytics into Helpdesk trends and forecasts to recommend short term scalable solutions better suited to handle sudden growth. “We consider scalability in every conversation,” says Isabel. “That enables us to deliver on our brand promise, #WeGotYourBack.”

Not surprisingly, this customer’s long standing partnership with ServiceRocket continues to flourish and grow, a relationship that’s rooted in Atlassian know-how and a customer-centric approach.

RICH HISTORY AS ATLASSIAN PLATINUM PARTNER

ServiceRocket’s connection with Atlassian began over 20 years ago. In fact the two companies were founded in Sydney, Australia at about the same time (ServiceRocket in 2001 and Atlassian in 2002).

By 2003, the two company’s founders were collaborating. ServiceRocket was one of the first users of Confluence and offered training in Jira. Based on ServiceRocket’s expertise in Jira and Confluence, ServiceRocket signed Atlassian’s first partner agreement. In 2005, ServiceRocket expanded to Kuala Lumpur, opening a technical support desk using Jira (now Jira Service Management) to meet growing demand for Atlassian’s customer support.

ServiceRocket innovation extended to creating plug-ins and apps that enhanced the value and capabilities of Atlassian tools. Prior to Atlassian opening its successful marketplace, ServiceRocket proved the marketplace model by distributing their first app. In 2010, ServiceRocket introduced connectors for Salesforce/Jira and Salesforce/Confluence, tools that brought two leading ecosystems together.

As Atlassian began to establish its presence as a cloud service provider, ServiceRocket began helping customers migrate to the cloud. By 2018 ServiceRocket had helped over one hundred Jira customers migrate to the cloud with the Connector for Salesforce/ Jira Cloud.

Early engagement with Atlassian made ServiceRocket the ideal partner to solve challenging business problems with Atlassian tools. Many years on, it has provided thousands of companies with quality training and four-star support and implementation for Atlassian customers worldwide.

Today, that legacy continues as an Atlassian Platinum Solution Partner with Specializations in ITSM and Cloud.

“Our team drew on years of experience and completed the requirements in an amazingly short amount of time,” says Kharisma Moraki, VP Partner and Customer Solutions. “That speaks to our strength and commitment as an Atlassian partner and to our expertise in ITSM.”

ServiceRocket’s certification in Platinum level Cloud Specialization represents years of proven success. “We’ve delivered hundreds of Atlassian cloud implementations and migrations,” notes Peter, “and we’re ready to deliver successful migrations and transformations on demand.”

ServiceRocket’s commitment extends to sharing best practices with customers that leverage Atlassian’s Jira Service Management (JSM) platform, as well as Jira, Confluence and other Atlassian tools.

“IT resource management is a complex landscape, with ServiceRocket by their side, companies have a dedicated partner, no matter the obstacles,” says CCO Marquez.