Unfolding potential together

Actonic Services and Products

We optimize
your business processes

At Actonic, we see ourselves as problem solvers and enablers. Our IT experts ensure an efficient Atlassian environment with a quick response time and outstanding know-how. After a detailed requirements analysis, we focus on your wishes and help you with your IT concerns so that you can use your valuable time even more efficiently.

Discover in this brochure a comprehensive overview of our services and products, which we can adapt to your use cases at any time.

Gregor Kasmann
Co-CEO

The Actonic portfolio at a glance

Actonic thrills clients – project by project

"For a repeated time, Actonic has supported us with its expertise and delivered excellent results that were quickly deployed into a productive environment."

SENEC GmbH, Leipzig

"For an important customer, we wanted to implement Confluence in a data protection-compliant way. Here, Actonic supported us in close and trustful cooperation. We can hardly wait to develop further solutions together with Actonic!"

Anna Christina Schildberg
Atlassian-Consultant, Scolution GmbH & Co. KG

"In order to optimize internal technical processes, we were looking for a flexible and reliable expert with great knowledge in IT. We found a strong partner in Actonic and want to thank them very much for the fast implementation!"

Kai Doerk
Chief executive, ASEKURADO GmbH

"Actonic advised us on how to reconfigure BigPicture to meet our requirements, as well as providing numerous new ideas for use cases. Thanks for that!"

Julia Deiters
Product and project management, VITRONIC GmbH

"We booked a BigPicture training course with Actonic. The instructor gave clear answers to all specific questions. Thank you for the informative and valuable training!"

Gabriele Zorn-Pauli
Manager SEP & Tools, Schwäbisch Hall Kreditservice GmbH

"Actonic provided our team with an outstanding service! They implemented Jira Service Management according to our specific requirements and then explained the process in an easy and understandable way."

Dion McCormick, GBS Enterprises

Consulting that inspires

Finding the best software solution for your company, keeping track of updates, optimizing workflows or performing migrations – do these challenges complicate your daily business? They don't have to. Rely on an experienced IT partner like Actonic and take your business to the next level. Transparency, honesty, and an expertise in all Atlassian products characterize our consulting.

"Actonic consulting is so interesting to me because I get to learn about new constellations, situations, and challenges of our customers every day and I can contribute to making their work more efficient with customized solutions."

**Amal Khandly,
Head of Atlassian Consulting**

Your benefits with our consulting

Individual analyzing and problem solving

Work faster, efficient and more agile

Expertise through longtime Atlassian Consultants

Trustful communication at eye level

IT solutions with added value

- ✓ Implementation of Atlassian products in the company and in specialized departments (change management)

- ✓ Regular health checks

- ✓ App evaluation and configuration

- ✓ Strategy development for target-oriented updates of your software

- ✓ Digitization of business processes

- ✓ Knowledge management and intranet solutions with Confluence

- ✓ Implementation of modern and efficient business management approaches such as Scaling Agile in combination with SAFe

- ✓ Data protection consulting for Jira, Confluence and cloud systems

- ✓ Products (sizing, performance, maintenance) for all platforms (Server, Data center and Cloud)

- ✓ System architecture

- ✓ Support for best practice in the running of the products

- ✓ Customized infrastructure consulting for your apps

- ✓ Transparent consulting on Atlassian Marketplace

- ✓ Optimization of workflows, security schemes, custom fields, screen masks and much more

- ✓ Experienced bug and incident management

- ✓ Seamless integration with external products: media breaks do not occur with us

- ✓ Replacement and migration of legacy systems to Atlassian products (such as the migration from HP QC to Jira / Xray)

- ✓ Requirements and quality management

- ✓ Optimized single and multi-project management

Actonic consulting will exceed your expectations. Contact us, and we will find the perfect solution for you!

A versatile training program

Modern software is good. Applied expertly it gets even better. We help you and your team to exploit the potential of the software you use to the maximum in hands-on trainings. Choose standard trainings on the Atlassian tool stack or highly customized product trainings, suitable for participants of any previous experience level. In every session, we address your questions and use cases in great detail.

"Training sessions are always a win-win. During the trainings, we share our expertise and help you lay down the fundamentals of your Atlassian knowledge, while you share your inputs from your experience and background. The tailored content makes it a unique experience."

Gabriella Molnar-Tóth,
Atlassian Consultant

Your benefits with our trainings

Complete overview about the software

Live solutions for your use cases

Trainings for groups of different sizes

Detailed answers to your questions and problems

Single training, ongoing benefit

Jira Trainings

- ✅ Jira basics (1 PD)
- ✅ Jira Agile (1 PD)
- ✅ Jira for project managers and administrators (1 PD)
- ✅ Jira Evaluations-JQL (1 PD)
- ✅ Jira advanced (1 PD)
- ✅ Jira for system administrators (2 PD)
- ✅ Jira for developers (2 PD)

Confluence Trainings

- ✅ Confluence basics (1 PD)
- ✅ Confluence extensions (1 PD)
- ✅ Confluence for space administrators (1 PD)
- ✅ Confluence for system administrators (1 PD)
- ✅ Structuring spaces and pages (1 PD)

Individual training incl. preparation and follow-up

- ✅ Intensive product training – Go from beginner to expert
- ✅ Training for each user role (admin, project manager, etc.)

Trainings for all apps of the Atlassian Marketplace

- ✅ Big Picture
- ✅ Xray
- ✅ Testing for testers and test managers (1,5 PD)
- ✅ Testing for administrators (1 PD)
- ✅ Xray Testing Bundle for testers, test managers and administrators (2 PD)

50 % theory, 50 % practice, 100 % benefits
Our trainings enable you to directly implement what you have learned into your daily business

Learn more about our Actonic trainings now:

Actonic's 360° Support

Are your teams struggling with installations, system customizations, login issues, and bugs in the Atlassian tool stack? The Actonic support takes this work off your hands and offers reliable support with a short response time for IT issues. Our customizable support packages fit exactly to your needs. This leaves you more time for the really important things in your business.

"Having access to a reliable support service can be a game changer for your business. At Actonic, we're always prompt in responding and provide clear and customized solutions tailored to your requirements. We'll help you on your way to success while you can focus on growing your business."

Mehmet Salih Büyücek,
Atlassian Consultant

Your benefits with our Atlassian Support

Solutions for the entire Atlassian tool stack

Support in English and German language

Guaranteed SLAs and improved performance

Flexible and customized support contracts

Reliable and experienced Atlassian support

- ✅ Successful support for Atlassian tools like Jira, Confluence, Bitbucket and Bamboo
- ✅ Installation and deployment of all Atlassian tools
- ✅ Go-live Support
- ✅ Troubleshooting of performance issues
- ✅ Monthly and annual maintenance
- ✅ Database care
- ✅ Response time according to service level agreements
- ✅ Best practices for administration and business operations
- ✅ Processing of service requests and incidents
- ✅ Regular security updates
- ✅ Annual major version update of the products
- ✅ Research and development of new solutions

- ✅ Frontend and backend support
- ✅ Assistance with login issues for Atlassian tools
- ✅ Guaranteeing a flawless user experience and productive work
- ✅ Support of different branches
- ✅ Generally understandable explanations and advice without cumbersome overloading with terms from the IT jargon
- ✅ Many years of experience in consulting in the areas of software and networks
- ✅ Responsibility of the complete documentation in the customer database

ℹ️ **Flexibility, reliability,** and **quick response times** make our Atlassian support stand out. **Customizable support packages** for Jira, Confluence, and more enable you to concentrate on your core business.

Discover more information about the Actonic IT support!

Free license management

High time investment for license management? Annoying. Missed the license renewal? Dangerous. With Actonic's individual license management, you don't take any risks. We help you to acquire the right licenses with best price guarantee and manage them in a structured way. You no longer have to deal with decisions about the right hosting variant or co-terming. And the best part? This service is completely free of charge for you!

"License management processes can quickly become overwhelming and riskful. We gladly support you to make sure you decide what is best for you. Transparency is not a dream anymore."

**Mustafa Berke Cesmeci,
Atlassian Consultant**

Your benefits with our Atlassian license management

**Individual consulting
in German and English**

**Discounts on Atlassian licenses
with best price guarantee**

**Specific requirement analysis
for the ideal license**

**Compliance assurance
for all platforms**

We manage your Atlassian licenses – for free!

✓ Review and examination of existing licenses

✓ Detailed advice on license selections

✓ Co-termination for licenses with different expiration dates (term ends together for apps and the main product)

✓ Administration of license contracts (renewal, termination, upgrade, etc.)

✓ Avoidance of under- or over-licensing

✓ Discounts for marketplace apps from other vendors

✓ Risk minimization in case of audit

✓ German-speaking support from Actonic

✓ Different payment options (PayPal, credit card, invoice)

✓ Individual currency is possible

✓ Carrying out the license purchase from us, Atlassian or one of our partners

✓ Fast support channels

✓ Everything you need to know about the stop of the sale of new Atlassian Server licenses by February 2024 – we equip you so that your workflow does not get bogged down

✓ Courteous migration service on offer as well

✓ On-time and worry-free upgrading or downgrading of your licenses

✓ Inventory, software distribution and license management perfectly aligned with each other

We advise you in a first appointment without any obligation and free of charge!

ℹ Working with agile software is time-consuming enough – it's best to leave the administration of licenses to us!

Our software for your progress

What the Atlassian standard solution does not cover, we simply develop ourselves. In the Marketplace, we offer a large selection of our own apps, which you can test thoroughly for 30 days free of charge. All apps can be easily integrated into your Atlassian environment with a single mouse click. Our constantly updated documentation will help you to get started and will leave nothing to be desired. And what can we implement for you?

"Product development doesn't start on the computer, it starts by listening to what the customer wants. Diverse and individual business ideas inspire us to perform at our best when programming to find the perfect custom solution for your problem."
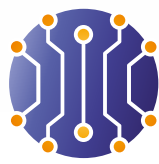
Andrei Pisklenov,
Head Of Development

Your benefits with our development team

Quality software with the best user experience

Latest IT standards for problem solving

Individual solutions instead of mainstream products

Flexible adjustment and postprocessing

This is where (app) solutions are created

Our apps

Management tools
Our administration products make system management even more lucrative. We implement admin tools both on behalf of customers and for own purposes.

Workflow automation
When it comes to the automation of work processes, you benefit from our many years of experience.

Macro development with Confluence
For the pages of Confluence wikis, we develop additional functions in the form of macros. This allows us to extend the macro selection within Confluence as desired and maximizes the comfort of the daily business.
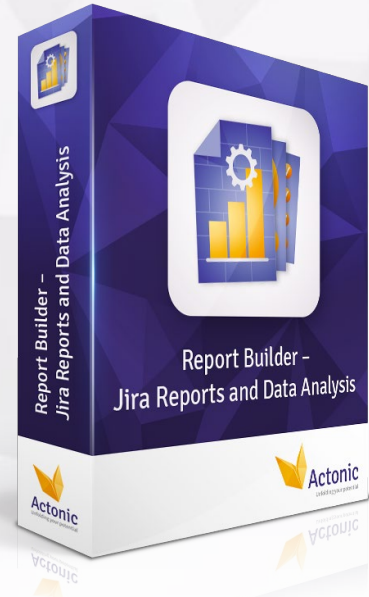
Integration development
The basis of our activities in system integration is the requirement specification and the process definition, which we align in detail with the customer. Both serve as binding guidelines for the development of individual integration solutions.

Extra feature: data migration
The installation of Confluence and Jira often goes hand in hand with the import/export of data from/to another systems. Our development team works closely with consulting when migration requires automations and implementation of exporting or importing tools.

- ✓ Development of customer apps and reports for Atlassian products
- ✓ Extensive unit, integration and system testing
- ✓ Detailed requirements analysis
- ✓ Transparent system designs
- ✓ Integration of other solutions
- ✓ Implementation of DevOps processes
- ✓ Target-oriented programming with the appropriate coding languages, development environments, APIs, and libraries
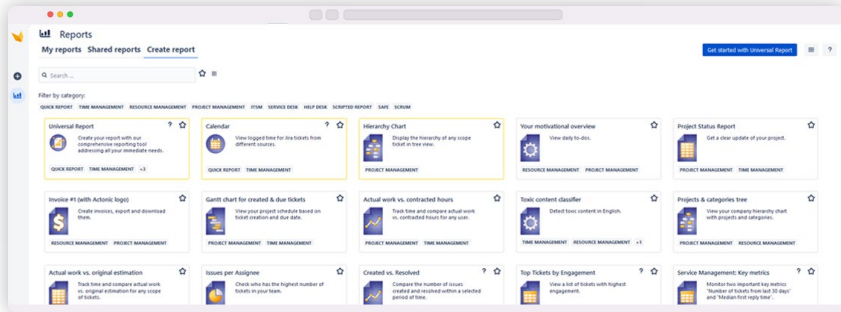
You have a vision, we implement it.

Report Builder

Have you reached the limits of Jira reporting? With Report Builder, you'll overcome them! Our app lets you easily create all imaginable reports for your daily needs and beyond. Here, you combine the best of both worlds: intuitive and fast usage thanks to numerous report templates as well as the customization of Jira reports with HTML or JS for professionals.

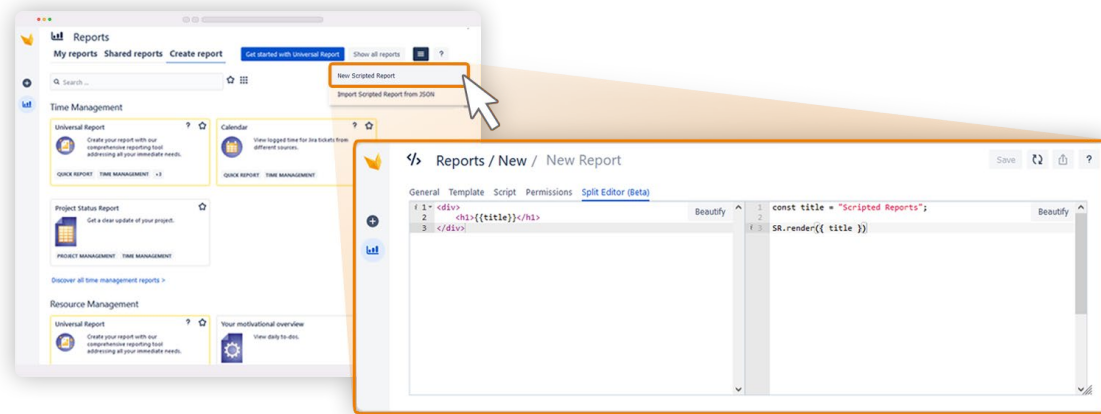**Reports as individual as your company!**

Availability:

„As a Marketing lead, I like to get creative whenever possible, even with my Jira reports. Report Builder is perfect for this because with Scripted Reports, it allows me to break free from traditional reporting types. Whatever I can think of, it can do. Truly revolutionary."

Andreas Springer,
Head of Marketing

Benefit from time-saving and intuitive report templates

Code your very own Jira report from scratch

Jira Reports and Data Analysis

Visualize success with Jira reports: Benefit from time-saving report templates and automatically updated reports.

Code your own custom Jira report: Report Builder offers full flexibility to build your very own Jira report from scratch.

Full customization, minimal effort: Our Report Building Service with unbeatable SLAs creates any report you need.

Some of the many advantages of Report Builder

✅ Performance of complex calculations for different scenarios

✅ Access to real-time data for decision-making

✅ Fast and appealing visualization of dynamic changes

✅ Free demo and reliable support

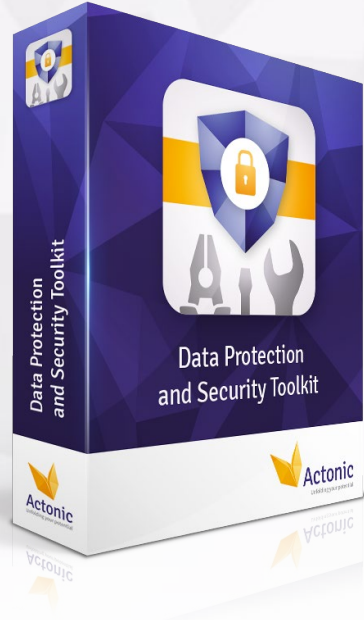✅ Customization of standard reports in Jira

✅ Quick export: Excel, CSV or PDF

One tool to answer many questions

➡️ What is the capacity of my team, and how do I manage it?

➡️ What is the sum of story-points for the tickets of my team?

➡️ Was the last month/quarter productive, also compared to the previous one?

➡️ What is the relation between users, projects, epics and time records?

➡️ How many billable hours has my team booked for a specific project?

➡️ Visualize complex connections between tickets in large projects.

For team leads: resource management, connection between projects and teams, reporting and analysis

For project managers: project overview, individual report creation and reporting

Try Report Builder free of charge for 30 days:

Data Protection and Security Toolkit

Confluence Jira

Collecting personal data in a transparent and secure way, providing information about the storage location of cloud services or the right to be forgotten: Working in a privacy-compliant way in Jira and Confluence is not that easy. While the software already includes data protection features, these are not sufficient for many global data protection requirements. This is where our app comes into play.

One single app, compliant with many guidelines:

Availability:

"Thanks to Actonic's add-on, we, as one of the largest development banks in the world, are able to design our services and processes in compliance with EU data protection requirements. The added value for our workflows is essential."

**Volker Helmer,
Expert Requirements, KfW**

KFW

Notify users about updates, company events or maintenance

Conveniently manage approvals of all users to agreements in a single place

Data compliance with guidelines around the world such as GDPR, CCPA, HIPAA, LGPD, etc.

A single toolkit for all data protection needs

Announcements & Notifications
This module is designed to clearly manage the approvals of each user.

Data Cleaner
The Data Cleaner module ensures a thorough and comprehensive search for personal data. Complete anonymization of vulnerable data can be performed quickly with automated cleanup templates.

Recurring tasks
This powerful module can automate notification and deletion processes.

Permission monitoring
As a system administrator, you finally have a full overview of thousands of permissions.
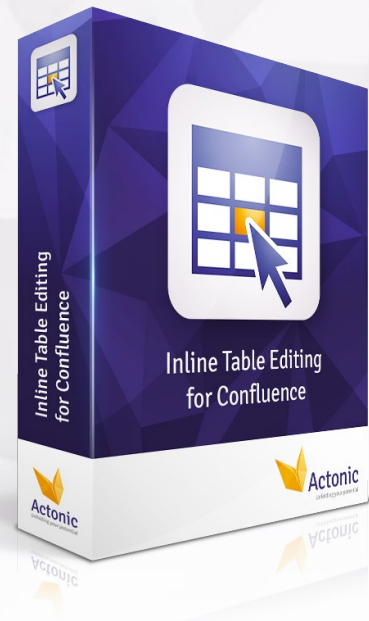
Access statistics
The results of the access statistics can be filtered by users and made easily accessible afterwards.

The advantages at a glance:
- ✓ Avoid high financial penalties
- ✓ Always know where data is stored
- ✓ Easily obtain consent
- ✓ Create notifications
- ✓ Automatic anonymization of personal data
- ✓ One solution for many problems
- ✓ Added value even beyond data protection (e.g., for permission monitoring)
- ✓ Free 30-day trial version
- ✓ Full compatibility with all Jira instances
- ✓ Easy fulfillment of the complex right to be forgotten

Make your Jira and/or Confluence instance(s) data privacy compliant effortlessly!
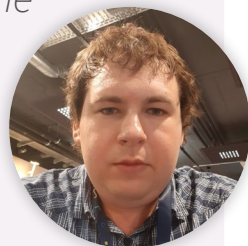
Inline Table Editing

Small changes in long Confluence tables often require many clicks and even more time. That doesn't have to be the case. With Inline Table Editing, you can filter tables, order columns, or calculate values. And the best part? You edit the table directly in view mode, without having to switch to edit mode first. Bring your Confluence to Excel level and your productivity up to speed!

Time saving upgrade for your Confluence instance:

Availability:

"Our customers reported the need to work faster and more efficiently with Confluence. That's why we wanted to develop not just another add-on for working with tables, but the most convenient, powerful and interesting one."

Alexander Gorshenev,
Development

Change table rows via drag and drop

Simply double click to edit table cells

Excel-like operators allow for complex calculations

Excel power for your Confluence workflow

Quick changes in view mode

Switching between editing modes in Confluence is very time-consuming. With our solution, you quickly change table cells with a simple double-click.

Advanced filtering options

Easily find what you're looking for with flexible predefined column filters.

Autofill in all directions

Whether you want to simply copy the same value down or you need a series of numbers or text values, the autofill tool supports you in your work.

Copy and paste

Save time and increase your daily productivity: Confluence on Excel level!

Reorder your table data

With our new macro, you can change the order of the table rows by drag and drop. Moving multiple rows is also done quickly.

More than 300 built-in functions you know from Excel:

- ✅ Mathematics and Trigonometry
- ✅ Engineering
- ✅ Statistics
- ✅ Finances

Save time and boost your daily productivity: Experience Confluence at Excel level!

Actonic - Unfolding your potential

We do not see ourselves as just an IT company, we see **IT as the solution** to a wide range of **everyday problems** in companies. At Actonic, we support and inspire people with customized solutions, so that you have more time for the tasks in your company that really count. We work with experienced consultants and developers to support our customers in the **digitalization of processes**, the creation of knowledge databases, and configuration across all departments. We will also find a solution with **ultimate added value** for your use case.

The Actonic values

Honesty & Respect

Appreciation & Cooperation

Agility & Effectiveness

Team spirit & Responsibility

"At Actonic, we are convinced that superior customer service, coupled with dedication and experience, is the key to success for everyone involved."

Domenico Manzo,
CEO

Unfold your full potential with us

When it comes to our customer collaboration, one thing in particular sets us apart: *We listen.* Our consulting is designed to analyze your individual case in detail and work with you to generate the ultimate solution that will lead your business to groundbreaking success.

We optimize and inspire

With our main focuses on consulting, development and products, we use cutting-edge IT as the solution to your business problems. Together with you, we work transparently, openly and professionally to implement the technical realization of your business goals and visions effectively.

"We see our customers as partners working together to achieve their goals. A long-term relationship of trust enables stability, no matter what."

Gregor Kasmann,
Co-CEO

- Consulting, development and support at eye level
- Diverse own product range for Atlassian applications
- Clear overview of services and responsibilities
- Trustful and reliable communication for a true added value
- Traceability and updates on any project processes
- Fact-based and goal-oriented consulting
- Technical implementation of your company vision according to latest IT standards

"To me, sales means support and open communication. I listen to you and help you find the best decision for your business. We analyze where you are and move together towards progress."

Chrysostomos Gitas,
Sales Manager