



Atlassian Cloud Vs. Data Center

This chart shows the differences between Atlassian's top tier Cloud products and a Data Center deployment on a Contegix managed public/shared/private or SecureCloud (FedRAMP) instance.

Feature	Cloud -Premium	Cloud - Enterprise	Contegix-managed Data Center
Access Logging	Yes, with Atlassian Access	Yes	Optional with Splunk SIEM service
Active Directory Syncing	Yes, with Atlassian Access	Yes	Yes
Advanced User Management, Centralized permissions view	Yes, with Atlassian Access	Yes	Yes, with Crowd installation
Application patching - aligned with customer roadmap, timing and control	No	No	Yes, patching in done on client requested schedule
Application Performance troubleshooting	Yes	Yes	Yes
Automatic Upgrades	Yes	Yes	No, upgrades are handled via client request to avoid issues with application configurations and customizations.
Centralized Billing (Organizational Level)	No	Yes	Yes
Client dedicated Infrastructure	No	No	Yes, with the Contegix Private Cloud option
Client isolated Disaster Recovery	No	No	Yes
Client Isolation by Virtual Machines/Containers	No	No	Yes
Contegix Concierge Management and Monitoring	No	No	Yes
Custom Domains	No	No	Yes
Customer Control of Environment	No	No	Yes
Customer Success Managers	Yes	Yes	Yes
Data archive & retrieval (and backups)	Yes	Yes	Yes
Data Encryption at REST	Yes	Yes	Yes
Data Isolation	No	No	Yes
Data Protection Services (Managed Backups)	Yes	Yes	Yes



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Data Residency	No	Yes, not complete data	Yes
Dedicated Firewalls with Intrusion Detection and Prevention	No	No	Yes
Dedicated VPN tunnel	No	No	Yes
Design and development	No	Yes	Yes, with optional Professional Services
DR Runbook	No	No	Yes
Easy Migration of Add-On Apps	No	No	Yes
Encryption in Transit	Yes	Yes	Yes, with client SSL certificate
FedRamp Moderate Certified Platform	Estimated 2023	Estimated 2023	Yes, on Contegix SecureCloud PaaS
Highest priority 24/7 support, 30-minute response times for critical issues.	No	Yes	Yes
HIPAA Certified Platform	Estimated Q1-Q2 2022	Estimated Q1-Q2 2022	Yes, on Contegix Shared, Contegix SecureCloud, Contegix Private
Intrusion Detection and Logging	No Intrusion Detection, but Logging available	No Intrusion Detection, but Logging available	Yes
Increased User Limits (10K+)	Up to 10K	Up to 10K	Yes
Independent 3rd Party Audits	Yes	Yes	Yes
Installation of add-ons or plugins	Yes, limited	Yes, limited	Yes, any Marketplace plugins
IP Whitelisting	No	Yes	Yes
Isolated Client Datastore on Shared Hybrid Storage	No	No	Yes
Isolation of Data to Certain Geo	No	No	Yes, when deployed by Contegix in AWS. All Contegix-owned operations are in the United States



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Just in time User provisioning	Yes, with Access	Yes	Yes, Jira Software Data Center 8.11, Jira Service Desk Data Center 4.11, Confluence Data Center 7.7 (Coming soon), or Bitbucket Data Center 7.5
Managing add-ons or plugins	Yes, limited	Yes, limited	Yes
Migration from other tools to Atlassian	Information only	Information only	Yes
Mobile Applications Available	Yes	Yes	Yes. Available for Jira Software 8.3 or later, Jira Service Management 4.12 or later (or with Mobile Plugin for Jira version 3.0.0 or later from Atlassian Marketplace), Confluence 6.8 or later
Multi-Node/High Availability	No	No	Yes
NIST 800.53 Certified Platform	Estimated 2022	Estimated 2022	Yes, on Contegix SecureCloud
Password Policy	Yes	Yes	Yes
Private Infrastructure	No	No	Yes, totally private with Private cloud option. Shared Cloud at Contegix is logically isolated into client designated Virtual Machines.
Real-time security updates	Yes	Yes	No
Safe, isolated sandbox environment to test apps and preview changes	No	Yes	Yes
SIEM Logging	No	No	Yes, Optional
Site configuration (standards, templates, etc.)	No	No	Yes, Optional with Professional Service engagement
Site security (securing content)	Some Controls, Client Responsibility	Some Controls, Client Responsibility	Yes, Optional suite of Security Features
SLA (99.95%) product plans, financially backed with service level credits	99.9%	99.95%	Yes, 99.99% for Highly Available Architectures
SOC II Type 2	Estimated Q4 2020	Estimated Q4 2020	Yes, on Contegix Shared, Contegix SecureCloud, Contegix Private
SSL Certs	Yes	Yes	Yes, Client or Contegix provided
SSO SAML	Yes, with Access	Yes	Yes, with Jira 7.3, Confluence 6.1, and Bitbucket 4.13 or later



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Technical Account Management	Yes, Optional	Yes, Optional	Yes, Optional
Two-Factor Authentication	Yes, with Access	Yes	Optional
Two Individual Client DR Test/ Year	No	No	Yes
Unlimited 24x7x365 Environment Optimization, Performance Tuning, and Application Support	No	Yes	Yes
Unlimited 24x7x365 Full Support of Atlassian and all Related Components	No	Yes	Yes
Unlimited 24x7x365 Monitoring of PaaS infrastructure Components	N/A	N/A	Yes
Unlimited 24x7x365 Patch Management for Security and all Related Operating System Updates	Yes	Yes	Yes
Unlimited 24x7x365 Phone, Email, and Ticketing Support.	No	Yes	Yes
Uptime SLA	Yes	Yes	Yes
Uptime SLA 99.9+	Yes	Yes	Yes
User Accounts / SSH Keys (new,edit,delete)	Just Bitbucket	Just Bitbucket	Yes, SSH access to all systems
Vulnerability Scanning (Monthly)	Estimated Q2 2021	Estimated Q2 2021	Yes

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contegix.com | 877.289.0395 | sales@contegix.com