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Forrester Wave ' ' (21 4)

Forrester Research 21 4 ' (Service Management)' 15 . ' ' !

Forrester Atlassian " " . Atlassian 22 18 . , , Atlassian , "Atlassian , " .

Atlassian Cameron Deutsch " IT . , . " .

THE FORRESTER WAVE™

Enterprise Service Management

Q4 2021



Leaders, Strong Performers, Contenders, Challengers 4 Atlassian Leader . 2020 Jira Service Desk JSM(Jira Service Management) . , , (Jira Trello) .

, CI Bitbucket, Confluence, Jira Service Management .

. Opsgenie Statuspage , Mindville ThinkTilt (CMDB) UI .

		Forrester's weighting	Atlassian	BMC Software	Broadcom*	EasyVista	Freshworks	IBM	IFS	Ivanti
Current offering	50%	4.30	4.00	2.00	2.11	2.35	2.00	3.30	3.00	
Functional modules	50%	3.60	4.00	2.00	2.70	1.70	2.40	3.40	4.40	
Platform	40%	5.00	4.00	1.00	1.40	3.00	1.00	3.00	3.00	
Technology management	10%	5.00	5.00	3.00	2.00	3.00	1.00	4.00	2.00	
Strategy	50%	5.00	3.00	1.40	2.40	3.70	2.00	4.00	4.30	
Product vision	15%	5.00	3.00	1.00	3.00	3.00	3.00	5.00	5.00	
Innovation roadmap	20%	5.00	3.00	3.00	1.00	3.00	1.00	3.00	5.00	
Execution roadmap	15%	5.00	3.00	1.00	3.00	5.00	1.00	3.00	5.00	
Commercial model	20%	5.00	3.00	1.00	5.00	5.00	3.00	5.00	3.00	
Partner ecosystem	15%	5.00	3.00	1.00	1.00	5.00	5.00	5.00	3.00	
Supporting products and services	15%	5.00	3.00	1.00	1.00	3.00	5.00	3.00	5.00	
Market presence	0%	5.00	3.35	3.00	2.67	3.00	3.00	3.00	4.67	
Number of customers	33%	5.00	2.00	1.00	3.00	5.00	1.00	2.00	4.00	
Average deal size	34%	5.00	5.00	5.00	3.00	3.00	5.00	3.00	5.00	
Revenue	33%	5.00	3.00	3.00	2.00	3.00	3.00	4.00	5.00	

Jira Service Management ITSM

Atlassian Jira Service Management . Atlassian 'ITSM' High-Velocity: ITSM World Tour , IT 3 Jira Service Management .

1.

Jira Service Management . Jira Service Management .

2.

ITSM . Jira Service Management Jira Software , Marketplace 1,000 .

3.

. Jira Service Management , .

ITSM !