

Atlassian Future Pricing Calculations worked example: 2000 user Jira and Confluence

This is the essence of a report I wrote up for one of my customers, with recommendations on what to do about Atlassian's move to Cloud.

I make this available because a lot of companies are having to evaluate the alternatives right now, and may benefit from seeing a worked example that includes short-term discounts. This company is on 2000-user Jira and Confluence, and interacts with their customers through Jira, so some of the considerations, like splitting off a separate JSD, won't apply to non-public Jiras.

If you spot any factual errors or flaws in my logic, please let me know. I regret I cannot make available the spreadsheet the numbers are based on because it contains a Partners-only pricing table. Please [contact me](#) if you'd like a similar analysis done for your business.

Dear \$CLIENT,

Atlassian are [discontinuing their 'Server' \(self-hosted\) product line](#) in favor of the Cloud alternatives. This affects us, as we are using both Jira Server and Confluence Server.

Atlassian's timeline is:

- 02 Feb 2021 : no new license sales. Yearly maintenance prices [will increase](#).
- 02 Feb 2022 : no further license upgrades.
- 02 Feb 2024 : support ends

Atlassian is pushing the majority of customers to Cloud. The 'Data Center' (DC) product line, a clustered edition for large instances, will still be available, but its [price will be increasing](#) by 15-180%.

Current/Past Pricing (2020)

In 2020 we paid about **\$49,910** in licensing fees:

- **\$17,500** to renew Jira's 2000 user license.
- **\$13,100** to renew Confluence's 2000 user license.
- **\$19,310** to renew various plugins, notably Tempo, EazyBI and ScriptRunner.

These prices were artificially low, as we are on an 'advantaged' (grandfathered) plan that escaped the 2019 price increases.

Summary: Future Pricing

The three options Atlassian make available to us are:

1. Stay with Server as long as possible, then migrate to DC ([option 1](#)).
2. Migrate to DC soon to get ourselves a 'advantaged' (grandfathered) license ([option 2](#)).
3. Migrate to Cloud ([option 3](#)). Cloud may not be possible for us due to GDPR compliance and lack of certain plugins. See discussion below.

Here are the anticipated prices for each option, taking into account projected user growth and various short-term discounts. There are two DC rows because the price for DC will be different (for a while) if we act before Feb 1, 2021 and get on a 'grandfathered' / advantaged plan to escape the 15-180% price hike coming then.

	2021	2022	2023	2024	2025	2026	2027
Server	\$49,910	\$69,425	\$69,425				
Server, then DC	\$49,910	\$69,425	\$69,425	\$343,150	\$343,150	\$392,050	\$392,050
DC early (advantaged plan)	\$93,900	\$170,030	\$196,230	\$231,250	\$231,250	\$265,550	\$265,550
DC, after Feb 1, 2021	\$207,100	\$257,430	\$293,430	\$343,150	\$343,150	\$392,050	\$392,050
Cloud	\$202,198	\$235,700	\$332,000	\$435,100	\$499,100	\$557,100	\$618,700

We are in for an 8x-13x price increase over the next 6 years 😞

Recommendations


The least disruptive move would be to **move to Data Center**, assuming we can afford it (the 'DC, after Feb 1, 2021' column). Moving early will get us on the discounted 'advantaged plan' for a while. Just be aware that DC is an annual subscription, not a perpetual license like Server, and that DC won't last forever (see blog post [Betting on Atlassian DataCenter?](#)). As happened with Server, DC is likely to undergo constant price increases to 'squeeze' larger customers onto Cloud.

If we don't want to jump to DC or Cloud just yet, my suggestion is **lock down Jira and wait for better alternatives**. There are no good options now, we have no pressing need to move, so let's just batten down the hatches, save some money and see what alternatives emerge.

This "lock down and wait" approach can be realised in 4 steps:

Step 1: Pay Atlassian one more time for upgrading Jira's 2,000 user license to 10,000 users

One more upgrade buys us license slot headroom beyond 2022:

PRODUCT	CURRENT USER TIER	CURRENT EXPIRATION	UPGRADE USER TIER
<div><div><input type="checkbox"/></div><div><div> Jira Software</div><div>Jira Software (Server)</div><div>SEN-<div></div></div></div></div>	2000 users	2021	10000 users \$26,300.00 ▾

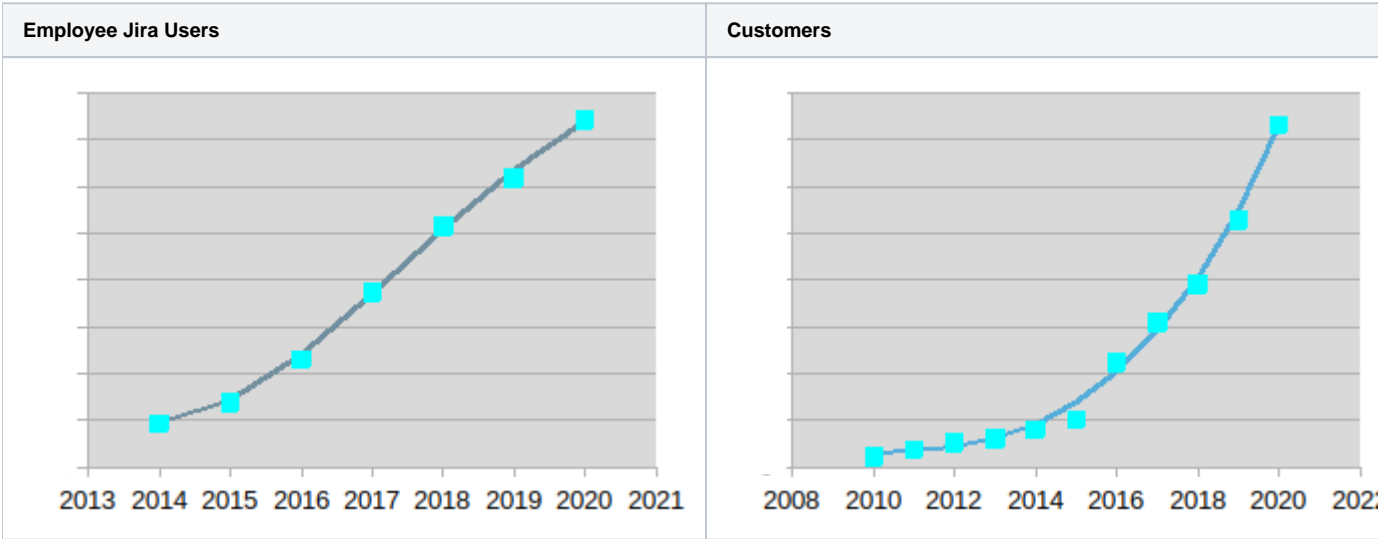
Do not pay for further Server renewals. Atlassian haven't added any serious feature improvements in years, and certainly won't do so now. Bug fixes are nice, but after 18 years of development there aren't many bugs left that affect us *and* that Atlassian are willing to fix. Atlassian support on its own isn't worth paying for.

On the other hand, we do need ongoing security patches if we are to run a public-facing instance. Which is why:

Step 2: Move customer support to an external Cloud-managed system

Implement a new public-facing system for customer support. Perhaps [Jira Service Desk \(JSD\) Cloud](#) where non-agents are free, or ServiceNow.

If we break our Jira active users into employees and customers, we see that employees are growing linearly, whereas customer accounts are increasing non-linearly:



Moving customer support to JSD Cloud means that non-linear growth isn't a problem: we don't pay for customers, only for 'agents'. Moving our customers to a Cloud product should be a net win for security.

Step 3: Lock down Jira to just employees

Jira averages about 1 'critical' security vulnerability every 6 months (generally a CSRF). If we stop paying Atlassian maintenance fees, or run Jira beyond 2024, we need to mitigate security vulnerabilities ourselves, which we can only realistically do by locking down Jira. Either:

- put Jira behind the VPN, with holes poked for Github and external services, or
- put Jira (and Confluence) behind [Keycloak](#) or a commercial IAM (Google, Ping, Okta, Cloudflare Access etc).

We could further lock down Jira by adding a WAF like mod_security or Cloudflare, so that security vulnerabilities we learn of can be mitigated at the HTTP layer.

Step 4: Look for alternatives

With customers out of the picture and Jira locked down to employees, we can take our time evaluating Jira Server alternatives.

Realistically, Jira Cloud might still end up being our best option. Even if that turns out to be the case, I'd argue that waiting a few years can only benefit us. Today Jira Cloud is an immature, over-priced product, with poor performance, a weak plugin ecosystem and unclear GDPR compliance prospects. Many ecosystem vendors (notably Tempo) are still scrambling to sort out their Server-to-Cloud migration pathways. Yet Atlassian are betting hard on Cloud, and in 5 years' time Jira Cloud will be much more compelling, and the migration process much smoother.

Also, in 5 years time there may be decent competitors. I've been impressed with <https://wiki.js.org> and xwiki.org as Confluence alternatives. Good Jira alternatives are much scarcer, but there is [Youtrack](#), [Gitlab](#) and a host of SaaSes ([Asana](#), [Clubhouse](#)). Even [Request Tracker](#) is looking less 90s these days and may be an option. I and others will be keeping tabs on alternatives via <https://www.goodbyeserver.org/>

Future Pricing Calculations

We now show how the numbers above are derived. Note: the primary source of calculations is a spreadsheet, which I unfortunately cannot publish due to containing Partners-only information:

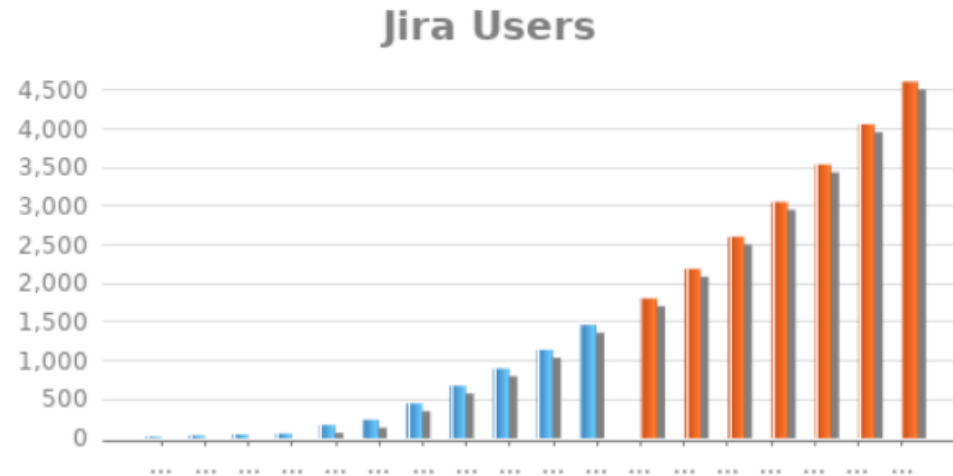
					2021	2022	2023	2024	2025	2026	2027
				Server	\$49,910	\$69,425	\$69,425				
Atlassian Options Comparison				Server, then DC	\$49,910	\$69,425	\$69,425	\$343,150	\$343,150	\$392,050	\$392,050
				DC early (advantaged plan)	\$93,900	\$170,030	\$196,230	\$231,250	\$231,250	\$265,550	\$265,550
				DC, after Feb 1, 2021	\$207,100	\$257,430	\$293,430	\$343,150	\$343,150	\$392,050	\$392,050
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				DC-early advantage	-\$43,990	-\$100,605	-\$126,805	\$111,900	\$111,900	\$126,500	\$126,500
				Σ DC-early advantage	-\$43,990	-\$144,595	-\$271,400	-\$159,500	-\$47,600	\$78,900	\$205,400
				Cloud Discount	55%	40%	20%				
Jira				Actual							
			Users	Predicted	1812	2192	2608	3058	3542	4061	4614
				Bracket	1900	2200	2700	3100	3600	4100	4700
			Server	\$	\$17,500	\$25,200	\$25,200				
			DC (adv)	\$	\$38,800	\$91,100	\$91,100	\$121,400	\$121,400	\$151,800	\$151,800
			DC	\$	\$120,000	\$165,000	\$165,000	\$210,000	\$210,000	\$255,000	\$255,000
			Cloud	\$ (base)	\$151,500	\$169,000	\$204,000	\$239,000	\$274,000	\$309,000	\$344,000
				\$ (discounted)	\$68,175	\$101,400	\$163,200	\$239,000	\$274,000	\$309,000	\$344,000
Confluence				Actual							
			Users	Predicted	721	829	937	1045	1153	1261	1369
				Bracket	800	900	1100	1200	1300	1300	1400
			Server	\$	\$13,100	\$15,100	\$15,100				
			DC (adv)	\$	\$16,000	\$34,500	\$60,700	\$60,700	\$60,700	\$60,700	\$60,700
			DC	\$	\$48,000	\$48,000	\$84,000	\$84,000	\$84,000	\$84,000	\$84,000
			Cloud	\$ (base)	\$27,500	\$33,500	\$39,500	\$39,500	\$45,500	\$45,500	\$45,500
				\$ (discounted)	\$12,375	\$20,100	\$31,600	\$39,500	\$45,500	\$45,500	\$45,500
Access					1900	2200	2700	3100	3600	4100	4700
				User Bracket	\$	\$32,500	\$35,000	\$40,000	\$45,000	\$50,000	\$60,000
Plugins	Links Hierarchy	Links Hierarchy	Server	\$1,750	\$2,250	\$2,250					
	eazyBI Reports and Dashboards	EazyBI	Server	\$2,000	\$2,500	\$2,500					
	Email This Issue	JETI	Server	\$1,050	\$1,275	\$1,275					
	Adaptavist ScriptRunner	ScriptRunner	Server	\$1,980	\$5,700	\$5,700					
	Secure Login for Jira	Secure Login	Server	\$1,125	\$1,250	\$1,250					
	Tempo Timesheets	Tempo	Server	\$6,600	\$9,200	\$9,200					
	Excel-like Issue Editor	ExcelEditor	Server	\$1,000	\$1,500	\$1,500					
	Search Attachments	Search Assistant	Server	\$480	\$600	\$600					
	Customer Satisfaction	CSAT	Server	\$1,250	\$2,100	\$2,100					
	Secure Login for Confluence	Secure Login	Server	\$1,125	\$1,250	\$1,250					
	Github Macros for Jira	Github Macros	Server	\$950	\$1,500	\$1,500					
			Server Total	\$19,310	\$29,125	\$29,125					
	Links Hierarchy	Links Hierarchy	DC	\$4,200	\$4,300	\$4,300	\$4,400	\$4,400	\$4,500	\$4,500	
	eazyBI Reports and Dashboards	EazyBI	DC	\$4,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	
	Email This Issue	JETI	DC	\$2,100	\$2,550	\$2,550	\$2,550	\$2,550	\$2,550	\$2,550	
	Adaptavist ScriptRunner	ScriptRunner	DC	\$5,400	\$6,480	\$6,480	\$8,400	\$8,400	\$9,000	\$9,000	
	Secure Login for Jira	Secure Login	DC	\$2,500	\$3,000	\$3,000	\$3,000	\$3,000	\$4,000	\$4,000	
	Tempo Timesheets	Tempo	DC	\$12,000	\$13,000	\$13,000	\$14,000	\$14,000	\$15,000	\$15,000	
	Excel-like Issue Editor	ExcelEditor	DC	\$2,000	\$2,500	\$2,500	\$3,000	\$3,000	\$3,500	\$3,500	
	Customer Satisfaction	CSAT	DC	\$3,000	\$3,500	\$3,500	\$4,000	\$4,000	\$4,500	\$4,500	
	Secure Login for Confluence	Secure Login	DC	\$2,500	\$2,500	\$2,500	\$3,000	\$3,000	\$3,000	\$3,000	
	Github Macros for Jira	Github Macros	DC	\$1,400	\$1,600	\$1,600	\$1,800	\$1,800	\$2,000	\$2,000	
			DC Total	\$39,100	\$44,430	\$44,430	\$49,150	\$49,150	\$53,050	\$53,050	
	Links Hierarchy	Links Hierarchy	Cloud	\$5,472	\$4,488	\$5,508	\$6,324	\$7,344	\$8,364	\$9,588	
	Email This Issue	JETI	Cloud	\$15,504	\$14,256	\$17,496	\$20,088	\$23,328	\$26,568	\$30,456	
	Adaptavist ScriptRunner	ScriptRunner	Cloud	\$19,380	\$17,952	\$22,032	\$25,296	\$29,376	\$33,456	\$38,352	
	Tempo Timesheets	Tempo	Cloud	\$25,764	\$21,384	\$26,244	\$30,132	\$34,992	\$39,852	\$45,684	
	Excel-like Issue Editor	ExcelEditor	Cloud	\$15,504	\$14,256	\$17,496	\$20,088	\$23,328	\$26,568	\$30,456	
	Github Macros for Jira	Github Macros	Cloud	\$7,524	\$6,864	\$8,424	\$9,672	\$11,232	\$12,792	\$14,664	
			Cloud Total	\$89,148	\$79,200	\$97,200	\$111,600	\$129,600	\$147,600	\$169,200	

How many users?

Before considering costs, we need to know how many users we expect to cater for in future.

Jira	Confluence
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Jira has a 2000 User license, with 1463 license slots used as of 29 Oct 2020. License use is increasing each year (despite [automatic deactivation after 6 months' inactivity](#)).

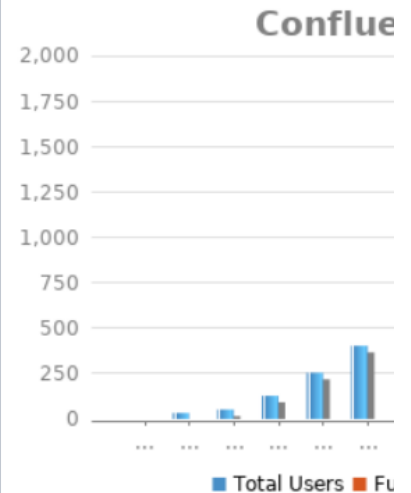


This shows that if current growth continues **we will hit our 2000-user license limit in early-2022**, and will be forced into Jira's next user tier, 10,000 users.

```
jira=> -- Depends on https://github.com/redradishtech/jira-interesting-sql-queries/blob/master/active_users.sql

jira=> select year, new_users, sum(new_users) over (order by year) AS
total_active from (select to_char(created_date, 'YYYY') AS year ,count(*) AS
new_users from queries.active_users group by 1 order by 1 asc) x;
```

Confluence is also on a 2000 user license, 'Growth appears linear. No 'deactivate inact



Option 1: stick with Server as long as possible, then move to Data Center

2021

We are on 'advantaged' plans, and we know price increases are coming for 'advantaged' plans on 2/Feb/2021.

Jira's renewal date would be **July 2021**, and Confluence's would be **February 2021**.

But, but **renewing early** before the price increase, we can save a bit of money. This is "[Option 3: Renew on server early and lock in your existing price](#)".

So **prior to Feb 2, 2021** we should:

- Renew Jira till Jul, 2022, for **\$17,500**.
- Renew Confluence till Feb 2022, for **\$13,100**

2022

Jira will be due for renewal in May 2022, and Confluence in Aug 2022.

We expect we'll need to upgrade our user tier from 2,000 users to 10,000 in 2022. However, Atlassian plan to stop selling such license upgrades after Feb 2, 2022!

So once again we must jump in early, upgrading our user tier before Feb 2, 2022 so we're not stuck on the 2,000 user tier forever.

As for pricing, our 'advantaged' status will have ended on Feb 2, 2021, so the 'New price for advantaged plans' prices from the [Future server pricing tables](#) page applies:

Jira	Confluence
------	------------

Users		New price for advantaged plans	Users	
1-25		USD 1,600	1-25	
26-50		USD 3,000	26-50	
51-100		USD 5,500	51-100	
101-250		USD 10,900	101-250	
251-500		USD 16,400	251-500	
501-2,000		USD 20,100	501-2,000	
2,001-10,000		USD 25,200	2,001-10,000	
10,001+		USD 30,100	10,001+	

The costs in Jan 2022 would thus be:

- **\$25,200** for Jira (annual price for the 2001-10,000 user tier)
- **\$15,100** for Confluence (annual price for the 501-2000 user tier)

2023

A user tier upgrade resets the maintenance clock, so our 100-user licenses would expire in Jan 2023. We would again pay:

- **\$25,200** for Jira (annual price for the 2001-10,000 user tier)
- **\$15,100** for Confluence (annual price for the 501-2000 user tier)

(assuming Atlassian don't increase the prices again – something we might want to protect against by renewing for 24 months in 2022)

Our licenses last right up to Jan 2024, after which Atlassian end all support.

2024+

After 2/Feb/2024 all Server support ends, and we'd have to purchase Data Center licenses annually, at the 'New Atlassian list price' from the [future DC pricing tables](#):

Jira	Confluence
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Users	New price for existing subscriptions	New Atlassian list price	Users
1-500*	USD 20,400	USD 42,000	1-500
501-1,000	USD 34,500	USD 72,000	501-1,000
1,001-2,000	USD 60,700	USD 120,000	1,001-2,000
2,001-3,000	USD 91,100	USD 165,000	2,001-3,000
3,001-4,000	USD 121,400	USD 210,000	3,001-4,000
4,001-5,000	USD 151,800	USD 255,000	4,001-5,000
5,001-6,000	USD 182,200	USD 300,000	5,001-10,000
6,001-7,000	USD 212,500	USD 345,000	
7,001-8,000	USD 242,900	USD 390,000	

For Jira (3100+ user tier) this means \$210,000+. For Confluence (1200 user tier) it means \$84,000+.

Summary – Server then DC, 2021-2025+

	2020	2021	2022	2023	2024	2025	2026	2027
Jira	\$17,500	\$17,500	\$25,200	\$25,200	\$210,000	\$210,000	\$255,000	\$255,000
Confluence	\$13,100	\$13,100	\$15,100	\$15,100	\$84,000	\$84,000	\$84,000	\$84,000
Total	\$30,600	\$30,600	\$40,300	\$40,300	\$294,000	\$294,000	\$339,000	\$339,000

Server plugin licensing

Plugin licensing for Server will increase by 50% as we move from the 2,000 to 10,000 user tier, followed by a jump as we move to DC:

		2021	2022	2023
Links	Hierarchy	\$1,750	\$2,250	\$2,250
	EazyBI	\$2,000	\$2,500	\$2,500
	JETI	\$1,050	\$1,275	\$1,275
	ScriptRunner	\$1,980	\$5,700	\$5,700
Secure Login	Jira	\$1,125	\$1,250	\$1,250
	Tempo	\$6,600	\$9,200	\$9,200
	ExcelEditor	\$1,000	\$1,500	\$1,500
	Search Attachments	\$480	\$600	\$600
	CSAT	\$1,250	\$2,100	\$2,100
Secure Login	Confluence	\$1,125	\$1,250	\$1,250
	Github Macros	\$950	\$1,500	\$1,500
		\$19,310	\$29,125	\$29,125

		2024	2025	2026	2027
Links	Hierarchy	\$4,400	\$4,400	\$4,500	\$4,500
	EazyBI	\$5,000	\$5,000	\$5,000	\$5,000
	JETI	\$2,550	\$2,550	\$2,550	\$2,550
	ScriptRunner	\$8,400	\$8,400	\$9,000	\$9,000
Secure Login	Jira	\$3,000	\$3,000	\$4,000	\$4,000
	Tempo	\$14,000	\$14,000	\$15,000	\$15,000
	ExcelEditor	\$3,000	\$3,000	\$3,500	\$3,500
	CSAT	\$4,000	\$4,000	\$4,500	\$4,500
Secure Login	Confluence	\$3,000	\$3,000	\$3,000	\$3,000
	Github Macros	\$1,800	\$1,800	\$2,000	\$2,000
		\$49,150	\$49,150	\$53,050	\$53,050

Option 2: Move to Data Center early (before 2/Feb/2021)

If we upgrade our licenses to Data Center before 2/Feb/2021, then:

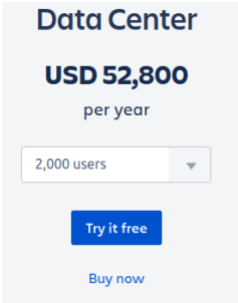
- we will get an initial 'crossgrade discount' on the first year (not the 'loyalty discount')
- We get *ongoing* price reductions that are quite significant - effectively we'll be grandfathered in, and escape the 15% to 180% DC price increases on Feb/2021. Specifically, the **New price for existing subscriptions** column of these tables in the [Future Data Center pricing tables](#) page would apply to us for the foreseeable future:

Jira	Confluence
------	------------

Users	New price for existing subscriptions	New Atlassian list price	Users
1-500*	USD 20,400	USD 42,000	1-500
501-1,000	USD 34,500	USD 72,000	501-1,000
1,001-2,000	USD 60,700	USD 120,000	1,001-2,000
2,001-3,000	USD 91,100	USD 165,000	2,001-3,000
3,001-4,000	USD 121,400	USD 210,000	3,001-4,000
4,001-5,000	USD 151,800	USD 255,000	4,001-5,000
5,001-6,000	USD 182,200	USD 300,000	5,001-10,000
6,001-7,000	USD 212,500	USD 345,000	10,001-15,000
7,001-8,000	USD 242,900	USD 390,000	
8,001-9,000	USD 273,200	USD 435,000	
9,001-10,000	USD 303,600	USD 480,000	

- For Confluence, we can 'downgrade' our user tier from Server's 2000 to DC's 1000-2000 tier, as we expect to have <1000 users until 2023.

So prices would be:

	2021	2022	2023	2024	2025	2026	2027
Jira	\$38,800 (\$52,800, the current price of 2000-user DC , less crossgrade discount of \$14,000) <div>  </div>	\$91,100 assuming 2000-3000 users	\$91,100 (2000-3000 users)	\$121,400 (3001-4000 users)	\$121,400 (3001-4000 users)	\$151,800 (4001-5000 users)	\$151,800 (4001-5000 users)
Confluence	\$16,000 (\$30,000 current 1001-2000 user DC license of less crossgrade discount of \$10,480)	\$34,500 assuming 501-1000 users	\$60,700 (1001-2000 users)	\$60,700 (1001-2000 users)	\$60,700 (1001-2000 users)	\$60,700 (1001-2000 users)	\$60,700 (1001-2000 users)
Total	\$54,800	\$125,600	\$151,800	\$182,100	\$182,100	\$212,500	\$212,500

Plugin prices for DC

		2021	2022	2023	2024	2025	2026	2027
Links	Hierarchy	\$4,200	\$4,300	\$4,300	\$4,400	\$4,400	\$4,500	\$4,500
	EazyBI	\$4,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000	\$5,000
	JETI	\$2,100	\$2,550	\$2,550	\$2,550	\$2,550	\$2,550	\$2,550
	ScriptRunner	\$5,400	\$6,480	\$6,480	\$8,400	\$8,400	\$9,000	\$9,000
	Secure Login Jira	\$2,500	\$3,000	\$3,000	\$3,000	\$3,000	\$4,000	\$4,000
	Tempo	\$12,000	\$13,000	\$13,000	\$14,000	\$14,000	\$15,000	\$15,000
	ExcelEditor	\$2,000	\$2,500	\$2,500	\$3,000	\$3,000	\$3,500	\$3,500
	CSAT	\$3,000	\$3,500	\$3,500	\$4,000	\$4,000	\$4,500	\$4,500
	Secure Login Confluence	\$2,500	\$2,500	\$2,500	\$3,000	\$3,000	\$3,000	\$3,000
	Github Macros	\$1,400	\$1,600	\$1,600	\$1,800	\$1,800	\$2,000	\$2,000
		\$39,100	\$44,430	\$44,430	\$49,150	\$49,150	\$53,050	\$53,050

Comparing Option 1 (Server for 3 years, then DC) and Option 2 (DC only)


Is it worth moving to DC *now* just to get on the 'advantaged' license plan?

	2021	2022	2023	2024	2025	2026	2027
Server	\$49,910	\$69,425	\$69,425				
Server, then DC	\$49,910	\$69,425	\$69,425	\$343,150	\$343,150	\$392,050	\$392,050
DC early (advantaged plan)	\$93,900	\$170,030	\$196,230	\$231,250	\$231,250	\$265,550	\$265,550
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Cloud	\$202,198	\$235,700	\$332,000	\$435,100	\$499,100	\$557,100	\$618,700
DC-early advantage	-\$43,990	-\$100,605	-\$126,805	\$111,900	\$111,900	\$126,500	\$126,500
Σ DC-early advantage	-\$43,990	-\$144,595	-\$271,400	-\$159,500	-\$47,600	\$78,900	\$205,400

It appears not. We would need to retain our 'advantaged' price tier until 2026 to break even, and it is unlikely to last that long. Atlassian's stated goal with the 'advantaged' tier is to "ease users into list prices over time". I have questioned how long the easing process will go for, but have received no reply.

Option 3: Move to Cloud

Atlassian have 4 tiers in their Cloud products: Free, Standard, Premium and Enterprise (see the [Pricing](#) page):


[Features](#)
[Product guide](#)
[Pricing](#)
[Enterprise](#)
[Get it free](#)

Plans and pricing

How many users do you have?

Billing cycle: ☒ Monthly ☐ Annual

Free	Standard	Premium	Enterprise
\$0 Always free for 10 users Get started	\$103,500 a year User tier: 1,801 - 2,000 Start trial	\$151,500 a year User tier: 1,801 - 2,000 Start trial	Talk to our sales team about pricing for Cloud Enterprise Contact us

The differences between tiers are seen in the business end of the feature table:

Audit logs	-	✓	✓	✓
Anonymous access	-	✓	✓	✓
Admin insights	-	-	✓	✓
IP allowlisting	-	-	✓	✓
Sandbox <small>COMING SOON</small>	-	-	✓	✓
Release tracks <small>COMING SOON</small>	-	-	✓	✓
Data residency	-	-	-	✓
Storage	2 GB file storage	250 GB file storage	Unlimited storage	Unlimited storage
Support ↗	Community Support	Local Business Hours	24/7 Premium Support	24/7 Enterprise Support
Uptime SLA ↗	-	-	99.9%	99.95%
Org-Level Billing	-	-	-	✓

GDPR?

The first question to address is whether Jira and Confluence need to comply with GDPR regulations. If so, the only 'tier' of Cloud that could work is Enterprise, which offers 'Data residency'. Even with Enterprise, GDPR compliance is doubtful, as the Standard Contractual Clauses Atlassian depend on may soon be invalidated for the same reasons the EU-US-Privacy Shield was invalidated in July. Someone more versed in our GDPR needs and GDPR in general will need to make a call here.

Which tier?

Jira uses 413Gb of disk space, over the 250Gb limit for Cloud 'Standard', so we'd need a 'Premium' Cloud subscription.

Cloud pricing

Cloud pricing can be obtained from Atlassian's [Cloud pricing calculator for Jira](#) and [Confluence](#). There is no equivalent pricing table that I can find (the [Future cloud pricing tables](#) 'New Price New License' column would apply, but there is no table for Cloud Premium). It is best to pick 'Annual' billing cycle, as this works out cheaper per year and also is required for 'loyalty discounts' (more on them below).

Loyalty Discounts

Atlassian is offering a [Cloud loyalty discount](#) for users migrating from Server or DC to Cloud. The discount schedule is:

- Before July 1, 2021: 55%
- Before July 1, 2022: 40%
- Before July 1, 2023: 20%

thereafter full price.

So our yearly pricing with Cloud would be:

Year	Discount	Jira Tier	Jira Base Cost	Jira Cost	Confluence Tier	Confluence Base	Confluence Cost	Access Cost	Total
2021	55%	1801-2000	\$151,500	\$68,175	601-800	\$27,500	\$12,375	\$32,500	\$113,050
2022	40%	2001-2250	\$169,000	\$101,400	801-1000	\$33,500	\$20,100	\$35,000	\$156,500
2023	20%	2501-2750	\$204,000	\$163,200	1001-1200	\$39,500	\$31,600	\$40,000	\$234,800
2024		3001-3250	\$239,000	\$239,000	1001-1200	\$39,500	\$39,500	\$45,000	\$323,500
2025		3501-3750	\$274,000	\$274,000	1201-1400	\$45,500	\$45,500	\$50,000	\$369,500
2026		4001-4250	\$309,000	\$309,000	1201-1400	\$45,500	\$45,500	\$50,000	\$404,500
2027		4501-4700	\$344,000	\$344,000	1201-1400	\$45,500	\$45,500	\$60,000	\$449,500

(Note: figures are from Atlassian's spreadsheet. Prices for Access diverge slightly from the website)

Cloud Plugins

The table below shows the plugins we currently have, and whether there are Cloud equivalents.

Note that Cloud editions of plugins are often limited vs. their Server counterparts. Our biggest plugin worry is ScriptRunner for Jira. Although technically available on Cloud, ScriptRunner is so drastically [limited](#) on Cloud that most of our ScriptRunner-based customizations will not be possible.

Also, each plugin available in Cloud will have its own migration story. E.g. Tempo currently has no data importer.

	In Cloud?
Trello Connector for Jira Server	n/a
JIRA Watcher Field	
JIRA Component Watcher	
Customer Satisfaction Survey for JIRA	
Links Hierarchy	
eazyBI Reports and Charts for Jira	
Email This Issue	
Adaptavist ScriptRunner for JIRA	(limitations)
PagerDuty add-on	
TestRail for JIRA Test Management	
Secure Login for JIRA	
CucumberStudio - BDD and Test Management for Jira	
Tempo Timesheets	
Excel-like Issue Editor for Jira	
JavaMelody Monitoring Plugin	
Search Attachments	
Natural Searchers for JIRA	

Cloud plugins are generally more expensive than Server. E.g. our 2021 plugin spend would go from \$19,310 to \$89,148:

	2021	2022	2023	2024	2025	2026	2027
Links Hierarchy	\$5,472	\$4,488	\$5,508	\$6,324	\$7,344	\$8,364	\$9,588
JETI	\$15,504	\$14,256	\$17,496	\$20,088	\$23,328	\$26,568	\$30,456
ScriptRunner	\$19,380	\$17,952	\$22,032	\$25,296	\$29,376	\$33,456	\$38,352
Tempo	\$25,764	\$21,384	\$26,244	\$30,132	\$34,992	\$39,852	\$45,684
ExcelEditor	\$15,504	\$14,256	\$17,496	\$20,088	\$23,328	\$26,568	\$30,456
Github Macros	\$7,524	\$6,864	\$8,424	\$9,672	\$11,232	\$12,792	\$14,664
	\$89,148	\$79,200	\$97,200	\$111,600	\$129,600	\$147,600	\$169,200

Atlassian Access

[Atlassian Access](#) is Atlassian's centralized user database for Cloud. It is required if we wish to sync with existing LDAP. Access also provides 2FA, SSO, SAML and other advantages.

	2021	2022	2023	2024	2025	2026	2027
User Bracket	1900	2200	2700	3100	3600	4100	4700
\$	\$32,500	\$35,000	\$40,000	\$45,000	\$50,000	\$55,000	\$60,000

Please see the summary at the beginning for comparison of these three options, and my recommendations.