



WORKFLOW

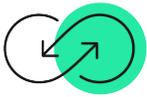
SYNCHRONIZATION

AUTOMATION

Powerful Jira to Jira Integration



Key Benefits



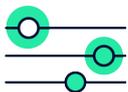
Sync Jira issues automatically

Bridge the information gap and talk about the same things at the same time without workarounds. Collaborate better with automated issue synchronization between Jira projects - no coding needed.



Sync between projects

Synchronize projects between Jira Software, Service Management and Work Management, regardless of whether the instances are on Cloud, Server or Data Center. Backbone supports all possible combinations.



Controlled synchronization

Project settings for issue, field, comment, attachment, and workflow mapping offer total control over privacy and security to fit every requirement.

Feature Comparison	Cloud ↔ Cloud	Server/DC ↔ Cloud	Server/DC ↔ Server/DC
Access to sync	✓	✓ ¹	✓ ²
Set up a sync	✓	✓ ¹	✓ ²
No coding needed	✓	✓	✓
Remote licence	✗	✓ ³	✓
Sync over email/file exchange	✗	✓	✓
Making use of a self defined sync user	✗	✓	✓

→ Visit the Cloud Migration Hub for the whole comparison

¹ Only Server | ² One of the Servers | ³ Installed on Server



→ Go to the Cloud Migration Hub

→ Request a Demo

→ Go directly to the Atlassian Marketplace

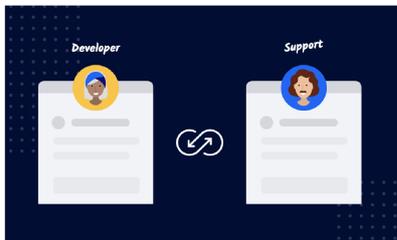


Discover Powerful Use Cases for Backbone Issue Sync

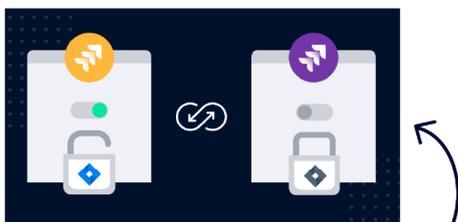
Trusted by Companies Around the World



Collaboration Made Easy



Sync Issues between JSM and Jira on DC, Server & Cloud



Control What Gets Synced

Collaborate with partners and customers

Staying up to date with partners on Jira projects can be time-consuming. You need to regulate who has access to which parts of your Jira instance or copy and paste issue data manually. With Backbone, **all collaborators can continue working in their own Jira environment and maintain their own workflows.**

Backbone automatically updates the tickets for only the issues and fields you have specified. There is no need to export the information from Jira and email it.

Connect first level to second level support

Help support and development teams work better together by connecting Jira Service Management and Jira Software. **As soon as a service management agent needs help from a developer team, they can synchronize the request to an issue in Jira Software.** The developer sees the issue in their familiar environment, can work on the solution, and the agent stays up to date about the progress and can relay the proper information to the customer.

Balance both privacy and customer transparency

As a company, you want to be able to share Jira issues that contain things like feature requests and bugs with customers without giving access to all information in your Jira instance. With Backbone, you can **filter which issues from your private Jira project will be synced to a public Jira project.** The private project can be used to track sensitive data like technical details and different internal tasks or status updates. The public project can show issues which the customer can watch or comment on to stay up to date.



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Extensible, Flexible & Cloud Fortified



Watch now!

CLOUD FORTIFIED

This app offers additional security, reliability, and support through:

- Cloud security participation
- Reliability checks
- 24hr support response time

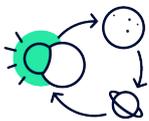


A Cloud Fortified App



Use Backbone behind a firewall

Synchronize Jira issues between firewall protected Jiras. Use a file or email-based approach to synchronize instead.



Sync without installing the app on both instances

Backbone requires an installation on both Jira systems, but in some cases it's not possible to install the app on one of the systems. In these cases, Backbone offers a remote licensing model which can be used to only install the app on one system.



“Backbone Issue Sync enables powerful and flexible cross-Jira project collaboration scenarios.”



—
Steffen Opel — Utoolity



“It's the best syncing plugin I've seen. It is well documented, intuitive, and feature-full.”



—
Navrocky Vladislav — Sebbia



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