

# Keepit Backup and Recovery for Jira Service Management (JSM)



## When JSM data is lost, rapid recovery starts here

When JSM data is lost, corrupted, or deleted, your service delivery, SLAs, and customer trust are at risk. Keepit protects your JSM data and configurations with automated, immutable backups and granular restore, giving your organization an independent safety net that improves resilience, speeds recovery, lowers operational risks, and ensures compliance. All in a unified platform for protecting data in critical SaaS applications, including Jira, Confluence, and other productivity, identity, collaboration, and CRM tools.



### Time-saving usability

Easy to implement and intuitive, Keepit requires minimal expertise to use – while delivering confidence in your ability to swiftly recover your data whenever you need it.



### Confidence that you can recover

We guarantee direct access to all your data and automated, immutable backups. You can be certain your data can't be modified or deleted, and that it is always at your fingertips.



### Centralized management

A unified platform for all backups across Atlassian and other critical SaaS applications – provides transparency, visibility, and easy reporting for managers and leadership.

## The risk

Without an independent backup, JSM teams risk permanent data loss, limited recovery options, compliance exposure, and costly disruption to critical service operations.

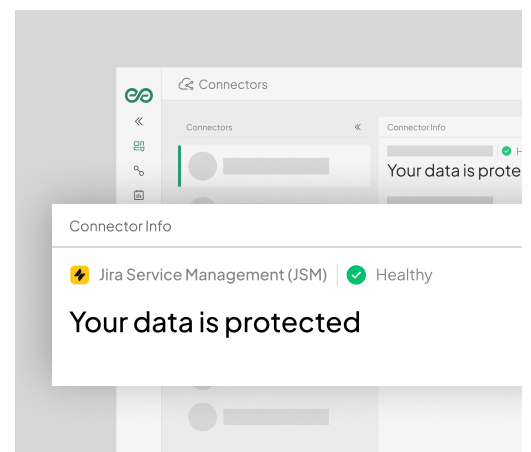
## Proven benefit

Keepit customers were able to reduce the time needed to restore data for priority users by 90% after a data loss incident.

Source: Forrester Total Economic Impact Study 2024.

**“Protecting multiple SaaS applications in one platform allows us to ensure our most important business data is consistently backed up and recoverable without increasing operational complexity.”**

Gérard Korda, Head of IT Operations & Infrastructure  
ZfV-Genossenschaft



# Fast recovery for mission-critical service data

## KEY CAPABILITIES

### Outstanding ease-of-use

Built to protect SaaS applications, Keepit is quick to implement and intuitive to use.

### Data compare

Compare backup snapshots to identify records added, modified, or deleted over time, enabling precise recovery.

### Point-in-time recovery

Restore data to an exact state from any historical point to reverse accidental changes or corruption.

### Instant search and preview

Easily find what you need with Keepit's comprehensive search. Use filters to identify data and the preview function to review it before restoring.

### Automated backups

Customize and automate backup jobs so your data remains preserved and recoverable whenever you need it.

### Compliance and reporting

Easily document and prove compliance with backup requirements and data protection efforts.

## WHAT WE COVER

### Projects

- Components
- Form templates
- Organizations
- Avatar
- Properties
- Issues
- Work types
- Roles
- Queues\*
- Requests
- Request types
- Versions

### Assets

- Global Statuses
- Global Icons\*
- Object Schema
- Object Types
- Object Attributes
- Objects
- Schema Statuses

### Requests

- Request
- Request Attachments
- Request Comments
- Request Remote Links
- Request Voice\*
- Request Watchers
- Request Participants
- Request Worklogs
- Child Requests
- Linked Requests
- SLAs\*

### Issue

- Issue
- Issue Attachments
- Issue Comments
- Issue Remote Links
- Issue Votes\*
- Issue Watchers
- Issue Worklogs
- Child Issues
- Linked Issues

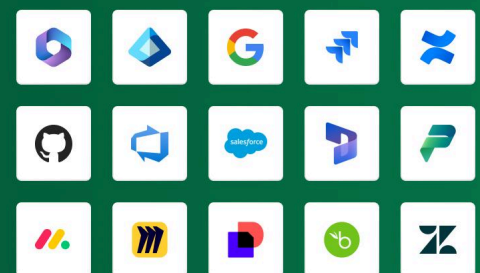
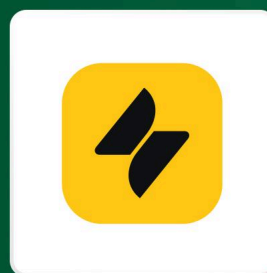


\*Backup only

We continuously extend our capabilities. Find the complete, current coverage [here](#).

Find out how simple and easy it is to use Keepit

Book a demo



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Keepit provides a next-level SaaS data protection platform purpose-built for the cloud by securing data in a vendor-independent cloud to safeguard essential business applications, boost cyber resilience, and future-proof data protection. For more information visit [keepit.com](https://keepit.com) or follow Keepit on [LinkedIn](#).

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