

# JIRA software cloud and server hosted comparison

## Introduction:

There are three flavors of JIRA according to feature and usability purpose. Based on further analysis we should be using JIRA Software instead of the other two.

- JIRA (Software)
- JIRA Core (IT)
- JIRA Service desk (Business)

The 3 JIRA platforms are available either self-hosted or Cloud. For a comparison on the different hosting options, check out <http://www.akeles.com/what-are-the-differences-between-jira-software-jira-service-desk-and-jira-core/>

## Hosting Options:

Below are the different hosting options (Cloud, Self-Hosted). For bigger enterprises, there is also a premium offering.

Size	Self-Hosted	Cloud
Startup	Server	Cloud Standard
Enterprise	Data Center (DC)	Cloud Premium

Benefits of hosting in the cloud

- Get immediate access to our latest features with automatic upgrades.
- No servers, no storage, no maintenance — JIRA will host a site for us.

Enterprise-grade security and centralized administration with Atlassian Access

- SAML single sign-on.
- User provisioning (SCIM).
- Organization audit log.
- Enforced two-step verification.

Click on the link in the table below to see the pricing for the product for the selected hosting option:

	Server	Data Center (DC)	Cloud Standard	Cloud Premium
Jira Software	<a href="#">New License</a>	<a href="#">Annual Subscription</a>	<a href="#">Annual Subscription</a>	<a href="#">Annual Subscription</a>
Jira Service Desk	<a href="#">New License</a>	<a href="#">Annual Subscription</a>	<a href="#">Annual Subscription</a>	
Jira Core	<a href="#">New License</a>		<a href="#">Annual Subscription</a>	

## JIRA SAAS:

	FREE 0\$/USER/MONTH PRICING	STANDARD 7\$/USER/MONTH PRICING	PREMIUM 14\$/USER/MONTH PRICING
User limit	Up to 10 users	Up to 5,000 users	Up to 5,000 users
Advanced permissions			
Scrum and Kanban boards			
Backlog			

Agile reporting			
Customizable workflows			
Roadmaps			
Apps and integrations			
Anonymous access			
Audit logs			
99% uptime SLA			
Storage	2 GB file storage	250 GB file storage	Unlimited storage
Support	Community Support	9-5 Standard Support	24/7 Premium Support

Note: FREE version does not have below features-

- **Advanced permissions:** Permissions in Jira Software control whether users can create new projects to what users can do, see, and comment on within a project or issue. The Free plan does not allow permission settings for projects or issues.
- **Anonymous access:** Anonymous access lets people outside of your organisation view and create issues without logging in. Jira Software's anonymous access is most used to give customers the ability to view and submit bugs and feature requests.
- **Audit Logs**
- **Uptime SLA**

#### Features comparison:

Here's a summary of what you get with each license.

We've indicated where a feature is only available in a Jira application (Jira Software or Jira Service Desk).

Core features	Server license	Data Center license
Create projects and issues Create projects to track issues, bugs, stories, and more.		
Create workflows Customize the steps an issue moves through to suit your project or business.		
Scrum and Kanban boards (Jira Software) Use Scrum and Kanban boards to view, manage and report on work in progress in agile teams.		
Customer portal (Jira Service Desk) Let customers submit requests via an easy-to-use portal.		
Create Automation rules (Jira Service Desk) Auto-approve, transition and close issues, or create your own custom rules.		
Service Level Agreements (SLAs) (Jira Service Desk) Keep your teams on track by setting response goals for requests.		

<b>User management</b>		
External user directories Store users in Active Directory, Crowd, Jira or another LDAP directory.		
SAML single sign-on Use a SAML identity provider for authentication and single sign on.		
<b>High availability and performance at scale</b>		
Clustering Run Jira Software on multiple nodes for high availability.		
<b>Infrastructure and control</b>		
Zero-downtime upgrades Provide uninterrupted access for your users while you upgrade.		
Archive projects Archive projects once they're no longer needed.		
Custom field optimizer Scan and manage custom fields easily to optimize your Jira Software instance's performance.		
<b>Deployment options</b>		
Your own hardware Run Jira applications on your own physical servers, virtualized servers, or in the data center of your choice.		
AWS Quick Start Use our Cloud Formation Template to deploy Jira applications on AWS.		
Azure template (Jira Software only) Use our template to deploy Jira applications on Azure.		

### Additional differences:

To determine whether cloud or server is the right fit for you, we've outlined some criteria to help understand your options and aid in the decision-making process:

### Administration:

	<b>Cloud</b>	<b>Server</b>
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<b>Deployment and administration</b>	<ul style="list-style-type: none"> <li>• We host, set up, secure, and maintain your Atlassian site in the cloud for you.</li> <li>• Since our cloud products are installed and configured for you, this requires less administration overall.</li> <li>• Because you won't need a system administrator, some of the administrative features in server aren't available in cloud.</li> </ul>	<ul style="list-style-type: none"> <li>• You host Atlassian products on your own hardware, or through cloud hosting services like AWS. You can customize your setup however you'd like.</li> <li>• Administrators of our server products have full access to the database, which allows admins full control over customization and administration.</li> <li>• On the flip side, you'll also need to support the infrastructure, Atlassian products, and users as well as any other tasks your organization's server admin is responsible for.</li> </ul>
<b>Upgrades</b>	<ul style="list-style-type: none"> <li>• There's no need to upgrade – you're always on the latest version.</li> <li>• You'll have immediate access to new features, security updates, and more, without the need for any manual work.</li> </ul>	<ul style="list-style-type: none"> <li>• You'll need to manually upgrade Atlassian server products when new versions are released.</li> <li>• Your organization's server administrator is responsible for scheduling and implementing software, security, and maintenance updates or upgrades.</li> <li>• Updates require an active license or software maintenance plan. Without these, you won't be able to upgrade.</li> </ul>
<b>User management</b>	<p>In Atlassian's cloud products, you manage user accounts centrally through an organization rather than product by product. This gives you visibility into all your users in one easy to manage spot. Groups, as well as access to individual products, are managed at the product level.</p> <p>We also offer options to help improve or expand on your user management capabilities in the cloud, including:</p> <ul style="list-style-type: none"> <li>• Atlassian Access: Access is a tool for managing authentication and security policies across your Atlassian cloud users.</li> <li>• G Suite integration: You can integrate your existing G Suite user directory with your Atlassian Cloud site</li> </ul>	<p>Atlassian server user management can be handled by your server admin in a variety of ways: via each server product, through Jira, or by connecting to Atlassian Crowd</p> <p>To learn about product-specific user management capabilities, refer to the articles below.</p> <p>Confluence Server</p> <ul style="list-style-type: none"> <li>• Adding or Removing Users in Groups</li> <li>• User Management Limitations and Recommendations</li> </ul> <p>Jira Server</p> <ul style="list-style-type: none"> <li>• Managing users</li> </ul> <p>Atlassian Crowd</p> <ul style="list-style-type: none"> <li>• Connecting to Crowd or another Jira application for user management</li> </ul>
<b>SSO and LDAP integration</b>	<p>Available with Atlassian Access, which offers company-wide visibility, security, and control across your entire Atlassian cloud infrastructure.</p> <p>Access enables:</p> <ul style="list-style-type: none"> <li>• Enhanced security with SAML SSO, password policies, and more</li> <li>• User provisioning and user lifecycle management</li> <li>• Integrations with identity providers like Okta, Azure AD, OneLogin and more to automatically sync your Active Directory</li> </ul>	<p>Available with Crowd, which offers single sign-on and user identity that's easy to use for your server products.</p> <p>Crowd enables:</p> <ul style="list-style-type: none"> <li>• Centralized identity management</li> <li>• Single sign-on (SSO)</li> </ul>

#### Scalability and extensibility:

	<b>Cloud</b>	<b>Server</b>
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<b>Mobile apps</b>	<ul style="list-style-type: none"> <li>• The free Confluence and Jira Cloud mobile apps offer all cloud customers fast, secure collaboration without the added step of signing in to a VPN.</li> </ul>	<ul style="list-style-type: none"> <li>• Mobile apps are available for Confluence Server versions 6.8+ and Jira Server versions 8.3+.</li> <li>• Unless your instance is public and doesn't have a firewall, users will need to connect with your organization's VPN to use them.</li> <li>• If you view Confluence Server 6.5+ or Jira Server 7.4+ in a mobile web browser, the interface is mobile-optimized and offers basic functionality.</li> </ul>
<b>Marketplace apps</b>	<ul style="list-style-type: none"> <li>• There are nearly 1,000 apps and integrations that extend the functionality of Atlassian Cloud products.</li> <li>• These include free integrations with leading SaaS productivity and collaboration tools like Slack and Dropbox, and subscription-based licensing of some of the most beloved server apps.</li> <li>• In some cases, the cloud version of a product includes functionality that is fulfilled through an app on server.</li> </ul>	<ul style="list-style-type: none"> <li>• There are over 3,000 apps and integrations on the Atlassian Marketplace that extend the functionality of server products. Server apps are downloadable and installed on your server for use.</li> </ul>
<b>APIs</b>	<ul style="list-style-type: none"> <li>• Using the Atlassian Connect framework, you can develop apps, customizations, and integrations for Atlassian's cloud products.</li> </ul>	<ul style="list-style-type: none"> <li>• You can develop apps, customizations, and integrations for Atlassian's server products using our robust server APIs.</li> </ul>
<b>User limit</b>	<ul style="list-style-type: none"> <li>• Each individual cloud site currently supports up to 5,000 users.</li> <li>• An organization, which you can use to centralize and manage all of your sites, can have unlimited users.</li> </ul>	<ul style="list-style-type: none"> <li>• Atlassian's server products don't have user limits, however, for enterprises looking for a self-managed option at scale, we recommend using Data Center.</li> </ul>
<b>Products</b>	<p>We offer cloud versions of:</p> <ul style="list-style-type: none"> <li>• Jira Software Cloud</li> <li>• Jira Core Cloud</li> <li>• Jira Service Desk Cloud</li> <li>• Portfolio for Jira Cloud</li> <li>• Confluence Cloud</li> <li>• Bitbucket Cloud</li> <li>• Trello</li> <li>• OpsGenie</li> <li>• Atlassian Access</li> </ul>	<p>We offer server versions of:</p> <ul style="list-style-type: none"> <li>• Jira Software Server</li> <li>• Jira Core Server</li> <li>• Jira Service Desk Server</li> <li>• Portfolio for Jira Server</li> <li>• Confluence Server</li> <li>• Bitbucket Server</li> <li>• Bamboo</li> <li>• Fisheye</li> <li>• Crucible</li> <li>• Crowd</li> </ul>

#### Hosting and security:

	<b>Cloud</b>	<b>Server</b>
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<b>Security</b>	<ul style="list-style-type: none"> <li>We handle security, reliability, compliance and privacy for you.</li> <li>Security is built into the fabric of our cloud products, infrastructure, and processes, so you can rest assured that your data is safeguarded.</li> </ul>	<ul style="list-style-type: none"> <li>With Atlassian's self-hosted server products, you and your organization are responsible for maintaining security and compliance.</li> </ul>
<b>Hosting</b>	<ul style="list-style-type: none"> <li>Atlassian's cloud hosting infrastructure is designed to meet the product performance and reliability standards that our global customers need. At the time of this writing, Atlassian hosts cloud data in six different AWS regions: US (East and West), Europe (Ireland and Germany) and Asia Pacific (Sydney and Singapore).</li> <li>We optimize where customer data is located based on how it's accessed around the world.</li> </ul>	<ul style="list-style-type: none"> <li>You host on your own servers.</li> </ul>
<b>Privacy</b>	<ul style="list-style-type: none"> <li>We commit to meeting the highest bar for personal data privacy. And we support your organization in meeting data privacy obligations around the world, including GDPR and Privacy Shield.</li> </ul>	<ul style="list-style-type: none"> <li>You're responsible for maintaining privacy.</li> </ul>
<b>Reliability</b>	<ul style="list-style-type: none"> <li>Our products are designed for high performance and availability and built on best-in-class core technologies like AWS, so your organization can scale confidently and securely.</li> </ul>	<ul style="list-style-type: none"> <li>You're responsible for maintaining reliability.</li> </ul>
<b>Compliance</b>	<ul style="list-style-type: none"> <li>Our compliance program is here to help meet your organization's compliance needs. We undergo independent third-party audits and certify our products with SOC2, ISO 27001/27018, PCI DSS v3.2, SAQ A, and more.</li> </ul>	<ul style="list-style-type: none"> <li>You're responsible for maintaining compliance.</li> </ul>

#### Pricing and licensing:

	<b>Cloud</b>	<b>Server</b>
<b>Pricing</b>	<ul style="list-style-type: none"> <li>Atlassian's cloud products are offered as monthly or annual subscriptions. Pricing is per-user, allowing you to spread costs over time and scale efficiently.</li> </ul> <p><b>For existing self-hosted customers</b></p> <ul style="list-style-type: none"> <li>Existing self-hosted (server or Data Center) customers can also take advantage of an extended cloud trial to move to cloud at no additional cost.</li> <li>This offer helps you explore cloud over the duration of your existing maintenance period to make sure cloud is right for you, test your migration, or complete a full switch to cloud.</li> </ul>	<ul style="list-style-type: none"> <li>Atlassian's server products are offered as perpetual licenses on an annual payment plan.</li> <li>Server licenses entitle you to the software and 12 months of maintenance. After 12 months, you can keep up your maintenance for 50% of your license fee.</li> </ul>

<b>Plans</b>	<ul style="list-style-type: none"> <li>We offer multiple plans for Jira Cloud and Confluence Cloud: Free, Standard, and Premium.</li> <li>Free plans are useful for small teams with limited users and storage needs. Standard plans include 250 GB of storage.</li> <li>Premium plans are designed to give teams the confidence to scale reliably with advanced features, plus a 99.9% uptime SLA, unlimited storage, and 24/7 Premium Support.</li> </ul>	<ul style="list-style-type: none"> <li>While we don't offer multiple plans for our server products, Atlassian Data Center offers self-managed products built for teams, optimized for scale.</li> </ul>
<b>Academic, community and classroom discounts</b>	<ul style="list-style-type: none"> <li>For eligible academic and non-profit charitable organizations, we also offer discounted cloud pricing.</li> <li>In addition, Atlassian Access is available free for Academic and Community cloud subscribers.</li> </ul>	<ul style="list-style-type: none"> <li>For eligible academic and non-profit charitable organizations, we offer discounted pricing for our server products.</li> <li>Exact terms and discounts offered will vary for academic, community, classroom, and open source customers.</li> </ul>

#### Admin and feature differences:

	<b>Cloud</b>	<b>Server</b>
<b>Site names (URLs)</b>	<ul style="list-style-type: none"> <li>Atlassian provides cloud subscribers with a secure, authenticated site name.</li> <li>You'll choose this when you sign up for your first cloud product – for example, when you first sign up for Jira Software Cloud or Confluence Cloud.</li> <li>Site names are formatted as <a href="#">example.atlassian.net</a>, where "example" is chosen by your organization.</li> </ul>	<ul style="list-style-type: none"> <li>You can host your products under any domain you control.</li> </ul>
<b>Languages</b>	<ul style="list-style-type: none"> <li>Atlassian's cloud products and apps are available in two dozen languages, with more on the way.</li> <li>See our Languages page for a complete list of the languages that are currently available.</li> </ul>	<ul style="list-style-type: none"> <li>You can download language packs for Confluence Server, and select a default language in Jira Server.</li> </ul>
<b>Backups</b>	<ul style="list-style-type: none"> <li>Backups are generated daily and retained for 30 days to allow for point-in-time data restoration.</li> <li>You can also generate an offline backup of your Jira or Confluence Cloud site once every 48 hours.</li> <li>Atlassian maintains these backups on your behalf for 7 days.</li> <li>We also <a href="#">automatically back up Bitbucket daily</a>.</li> </ul>	<ul style="list-style-type: none"> <li>You and your organization are responsible for maintaining backups.</li> <li>When choosing our server products, it's important to consider how you'll back up your data and restore it if things were to go awry.</li> </ul>
<b>IP whitelisting</b>	<ul style="list-style-type: none"> <li>IP whitelisting is supported in <a href="#">Bitbucket Cloud Premium</a>.</li> <li>We don't currently support restricting access to a Jira or Confluence Cloud site based on IP address.</li> <li>You can restrict access in Jira Cloud by managing project permissions or configuring issue-level security.</li> </ul>	<ul style="list-style-type: none"> <li>Since you're hosting it, you can control network access policies yourself.</li> </ul>
<b>Direct access to the database</b>	<ul style="list-style-type: none"> <li>No, you won't have direct access to change the database structure, file system, or other server infrastructure. However, we do provide extensive REST APIs so you can access data programmatically.</li> </ul>	<ul style="list-style-type: none"> <li>Yes, you are able to access the database directly.</li> </ul>

#### JIRA SELF HOSTED Price:

Price (Onetime payment)	Server	Price	Data Center (per year)
USD 10	10 users	-	-
USD 13,300	100 users	-	-
USD 40,000	500 users	USD 20,400	500 users
-	-	USD 30,000	1000 users
USD 60,000	2000 users	USD 52,800	2000 users
-	-	USD 132,000	5000 users
USD 120,000	10000 users	USD 264,000	10000 users

### Brief comparison Atlassian cloud vs server:

At Atlassian, we offer three hosting options for our products: cloud, server, and Data Center. This article outlines some topics to consider when choosing which option is right for your organization.

#### Cloud:

Rather than installing and maintaining our products on your own servers, we host, set up, secure and maintain your products in the cloud for you.

Teams choose our cloud products for a variety of reasons:

- **Fast start-up:** It's easy to set up and get started in minutes. As soon as you sign up, you can start working and inviting team members.
- **Reduced costs:** Save money on physical hardware, maintenance, installation and support and other hidden administration costs.
- **No need to upgrade:** Get immediate access to the latest and greatest features, no work required.
- **Work on the go:** Atlassian's cloud products enable your teams to take your work anywhere and can be accessed securely from any browser. [Learn more.](#)
- **Security:** We help keep your organization secure and compliant, with real-time security updates and rigorous practices to track and protect your information. [Learn more.](#)
- **Scale with confidence:** In cloud, we handle the procurement of inventory and storage space. Respond immediately to dynamic spikes in demand and team growth.

#### Server and Data Center:

With Atlassian's self-hosted products, you install, host and run our products yourself, either on your own hardware or through cloud hosting services like AWS. You can customize your setup however you'd like.

Teams choose server when they:

- **Want advanced control:** Teams who want to manage all the details may like the flexibility server offers.
- **Need data locality:** Customers with strict data hosting and localization requirements may choose server, although in many cases cloud is still a good option.
- **Have experience with self-hosted applications:** Teams who are able to handle the complexity of setting up and hosting applications on their own servers, and feel confident securing and maintaining them over time, may choose server or Data Center.

### Functional differences in Jira Cloud products:

The following table lists features in Jira Server that are distinctly different or not applicable in Jira Cloud products.

Server functionality or feature	Details
<b>Configure an outgoing (SMTP) mail server</b>	Atlassian Cloud comes with an internal SMTP server configured to send notifications. The internal SMTP server is not configurable, but you can configure Jira Cloud to send emails on behalf of your domain. For more information on how to use a custom 'Project Email Address' with your domain, refer to <a href="#">Configuring Jira Cloud to send emails on behalf of your domain</a> .
<b>Configure listeners</b>	Due to security and performance, this feature cannot be supported at this time.



<b>Configure logging and profiling information</b>	We have an auditing feature available in Jira Software Labs. To turn it on, go to <a href="http://&lt;your_site_name&gt;/auditing/settings">http://&lt;your_site_name&gt;/auditing/settings</a> .
<b>Configure OAuth authentication</b>	<ul style="list-style-type: none"> <li>• 3-legged OAuth is automatically configured for application links.</li> <li>• 2-legged OAuth <b>without</b> impersonation is supported and required for the Development Panel. Use this type to connect to Bitbucket Server and Bamboo Server.</li> <li>• 2-legged OAuth <b>with</b> impersonation is not supported.</li> </ul>
<b>Customize email templates</b>	Create an Email Template Editor in the UI to Replace Editing Velocity Templates' to learn more about configuring custom notifications in Jira Service Desk.
<b>Default session timeout</b>	Ability to configure the session timeout for OnDemand' for the status of this feature request.
<b>Disable attachments, or set the attachment path</b>	Attachments are enabled by default.
<b>External user management</b>	You can't link Cloud applications to another Cloud or Server site for user management. Instead, integrate your existing G Suite user directory with your Atlassian Cloud site, which makes domain and user management more flexible and manageable.
<b>HTML and JavaScript in issue fields</b>	This feature creates an XSS vulnerability that could allow malicious users to gain system administrator permissions and use the Cloud infrastructure for nefarious purposes. Instead, use wiki markup.
<b>Import data</b>	Check out <a href="#">Import and export data</a> to learn about supported imports for Jira Cloud. To migrate to Jira Cloud, you can use an evaluation copy of Jira hosted on your own server to import from non-Atlassian products or individual projects.
<b>Import Jira projects</b>	Provide support for "Single Project" imports into JIRA Cloud' for the status of this feature request.
<b>Import XML workflows into Jira</b>	You can only import workflows from Marketplace. For more information.
<b>Incoming mail servers - configuring file system messages</b>	You can configure POP/IMAP mail servers but not file system messages. To create issues in Jira and Jira Service Desk via email using POP/IMAP servers, make sure they are configured to the standard ports: IMAP: 143; IMAPS: 993; POP3: 110; POP3S: 995.
<b>Install custom apps</b>	Some apps are only supported in self-hosted instances of Jira products and Confluence; however, Atlassian Cloud contains several popular apps (and the list just keeps on growing).
<b>Install intermediate SSL certificates</b>	<p>It is not possible to install intermediate certificates in Jira Cloud applications. Intermediate certificates could cause problems when you add secure POP/IMAP mail servers that have certificates signed by non-root CAs.</p> <p>The workaround is to obtain a certificate signed by a trusted root Certification Authority (CA).</p>
<b>LDAP for user management</b>	Your voices have been heard! This feature is in development.
<b>Run Jelly scripts</b>	Enable Jelly scripting' for the status of this feature request.
<b>System Administrator permissions</b>	The closest equivalent to a system administrator is an Atlassian Cloud site admin, who has all the rights of a system admin plus extra user management and site admin rights, such as managing billing details.
<b>Text Gadget</b>	This gadget creates an XSS vulnerability as it can contain arbitrary HTML.
<b>Upload custom icons for issue type and priority</b>	Allow upload of custom issue type icons to JIRA Cloud' for the status of this feature request.

- If we are looking for all options which are listed in above table, we have to go with JIRA hosted version.