HYCU®

HYCU for Jira and Jira Service Management

Who we are

HYCU has been protecting Atlassian workloads since 2017, from server and data center to cloud. HYCU is the only enterprise-class backup and recovery service featured in the Atlassian Marketplace.

HYCU is purpose-built for Atlassian Cloud and covers the most Atlassian apps.

Jira ✓

Confluence ✓

Jira Service Management ✓

Jira Work Management ✓

Jira Product Discovery ✓

Bitbucket ✓

Trello ✓

Rapid restore and automated backups for your apps in Atlassian Cloud

Data loss due to accidents or misconfigurations happens all the time, having a backup and recovery strategy is the only way to minimize disruption and keep your team on track. Manual exports, scripting, or recycle bins do not deliver the granularity, automation, and compliance your team needs.

Solution: HYCU for Jira and Jira Service Management

HYCU is a data protection platform purpose–built for Atlassian Cloud and your toolchain across DevOps and ITSM. With HYCU, you can automate all backups, restore specific configurations, and keep a safe copy of your data outside of Atlassian.

Avoid data loss and disruption with rapid restores. Restore projects, epics, single issues, attachments and more. No more disruptive bulk recoveries.

Protect your service management and customer experiences. Restore assets, requests, objects, and more with ease.

Never lose automations again. Restore automations end–to–end along with conditions, triggers, and more.

Spend one minute a week on backups. Automate your backups in a few clicks and stay on track with reporting, notifications, and 24–7 logging.
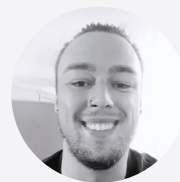
Protect yourself from insider threats and ransomware. Ensure you have safe, offsite copies to recover from in the event of an attack or insider threat.

> Another game–changing feature from HYCU. Being able to back up automation rules provides significant value and another layer of safety to your investment.
>
> Customers and partners invest weeks of effort into developing automations that save lots of time and they can be gone in an instant if an accidental deletion happens.

Rainer Molocea
Atlassian Senior Expert &
Head of Atlassian Switzerland

catworkx

The only enterprise-class and secure platform for Atlassian

Scale
Protect millions of objects with no impact on performance and assign backups at a project level with no limitations. Whether you have a few users, or thousands, HYCU has your back.

SLA flexibility
Some projects are more critical than others. You have complete control over your backups, customizing backups from days down to the hour. Only HYCU gives you the ability to adjust SLAs with complete control of your backup policies.

Security-first
All backups are in your storage and control only. Keeping backups in your control is critical for third party risk management, compliance, and data governance.

Data Residency
Ensure your data is processed and kept in your desired regions. HYCU gives you complete control of where to run your backups and recovery operations.

Offsite backups
Keeping an offsite backup means you're safe from data corruptions, or attacks. Store your copies in an S3 Bucket only accessible to you with Amazon S3, Azure Blob, Google Cloud Storage or other S3-compatible targets.
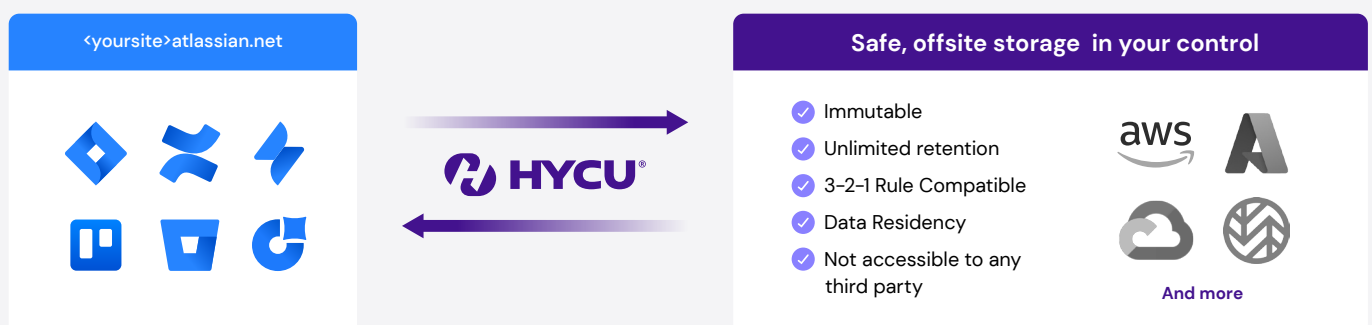
Unify backups and eliminate silos
Protect Jira, JSM, Confluence along with applications in your DevOps Toolchain and service catalog. HYCU protects over 70+ integrations, keeping all your data safe, in your control, and recoverable.

Work with a Gartner recognized platform with an NPS of 91
The only solution protecting Jira, JSM, Confluence, and your Git Repositories that is recognized by Gartner as an Enterprise Backup and Recovery vendor.

How it works

‹yoursite›atlassian.net

Safe, offsite storage in your control

- ✓ Immutable
- ✓ Unlimited retention
- ✓ 3-2-1 Rule Compatible
- ✓ Data Residency
- ✓ Not accessible to any third party

And more

1 Assign a backup policy and HYCU automatically schedules and backups up your data

2 Choose a destination that meets your compliance and residency needs

3 Restore issues, configurations, automations, and more from a safe, offsite copy only you can access.

Restore Options for Jira

- Jira Software
- Jira Service Management
- Jira Product Discovery
- Jira Work Management (now Jira)

	HYCU		
Item	Backups	Org-Level Restores	Item-Level Restores (when restoring issues)
Project	●	●	●
Project Avatars	●	—	—
Project Components	●	●	●
Project Categories	●	●	●
Project Features	●	●	●
Project Properties	●	●	●
Project Property Keys	●	●	●
Project Roles	●	●	●
Project Versions	●	●	●
Boards	●	—	—
Issues	●	●	●
Issue Attachments	●	●	●
Issue Comments	●	●	●
Issue Fields	●	●	●
Issue Field Configurations	●	●	●
Issue Field Configuration Schemes	●	●	●
Issue Links	●	●	●
Issue Link Types	●	●	●
Issue Priorities	●	●	●
Issue Properties	●	●	●
Issue Property Keys	●	●	●

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Item	HYCU		
	Backups	Org–Level Restores	Item–Level Restores (when restoring issues)
Issue Remote Links	●	●	●
Issue Resolutions	●	●	●
Issue Security Schemes	●	–	–
Issue Types	●	●	●
Issue Type Schemes	●	●	●
Issue Type Screen Schemes	●	●	●
Issue Votes	●	●	●
Issue Watchers	●	●	●
Issue Worklogs	●	●	●
Epics	●	●	●
Sprints	●	–	–
Dashboards	●	–	–
Filters	●	–	–
Automations/Rules	●	●	●
Requests	●	●	●
Request Feedback (JSM)	●	●	●
Request SLA (JSM)	●	●	●
Request Types (JSM)	●	●	●
Request Type Groups (JSM)	●	–	–
Service Desks (as Projects)	●	●	●
Service Desk (Project) Queues	●	●	●

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Item	HYCU		
	Backups	Org-Level Restores	Item-Level Restores (when restoring issues)
Queues	●	●	●
Screens	●	●	●
Screen Tabs	●	●	●
Screen Tab Fields	●	●	●
Screen Schemes	●	●	●
Workflows	●	●	●
Workflow Transition Rules	●	●	●
Workflow Schemes	●	●	●
Workflow Scheme Project Associations	●	●	●
Workflow Scheme Drafts	●	—	—
Workflow Transition Properties	●	●	●
Permission Schemes	●	●	●
Notification Schemes	●	—	—
Status	●	●	●
Tickets (as Issues)	●	●	●
Organizations (JSM)	●	—	—
Users	●	●	●
Groups	●	●	●
Triggers	●	—	—
Conditions	●	—	—

Take control
of your Jira data
with HYCU

Get Started