ALM Works Business Continuity

Like many of you, ALM Works is experiencing a number of coronavirus-related disruptions to our normal routines. The new normal for ALM Works consists of:

- Working from home
- Lots of video calls and meetings
- Daily standups across all of our teams
- Rethinking our customer and partner outreach (normally, heavily dependent upon industry events, like Atlassian Summit).

For ALM Works, the shift to the new normal was not difficult. Nearly everyone here was already used to working from home or on the road from time to time. We want to reassure all of our customers, prospective customers, and partners that as far as you need to be concerned it is business as usual here at ALM Works.

Specifically:

- **Company**

  ALM Works temporarily closed its Boston (HQ/Worldwide Business Operations) office on March 16th and our St. Petersburg (Development) office one day later, on March 17th. We asked all employees to work from home until further notice. Despite this change, all business operations of the company continue to function normally.

  The company is financially stable and has sufficient cash reserves to help us weather any downturn in our business (should there be one). Moreover, based on previous experience with external market/business disruptions, we remain confident in the resilience of the Atlassian ecosystem.

- **Cloud Products**

  So far in 2020, Structure Cloud has been fully operational 99.85% of the time. We do not expect our office closures to have any negative impact on this statistic.

  - Our DevOps team was and remains capable of monitoring and maintaining our Structure Cloud infrastructure 24 x 7 x 365
  - Our systems run on AWS (Amazon Web Services) — one of the most reliable and stable SaaS platforms in the industry
  - Our Cloud support team is well-connected and working normally (on the same schedule they were before the decision to temporarily close our offices)
  - Our Structure Cloud product development team is also working a normal schedule. There will be very minimal impact to our Structure Cloud product roadmap.
  - For updates on new features added to Structure Cloud, subscribe to its release notes feed.

  NOTE: The current status of Structure Cloud can always be viewed at structure.statuspage.io.

- **Server & Data Center Products**

  The office closures will not impact our Structure, Structure.Gantt, Structure.Pages or Structure.Testy customers and partners.

  - Our business and support teams are well-connected and working normally (on the same schedule they were before the decision to temporarily close our offices)
  - Our Structure development team is also working a normal schedule. There will be very minimal impact to our server/data center product roadmaps:
    - Structure for Jira
    - Structure.Gantt

- **Next Steps**

  If you have any questions or concerns, please reach out to the ALM Works support team via our customer support portal or email. In addition, our Solutions Engineering team, who are already used to providing remote training and consulting, is available. You can reach them via email as well.

  Finally, you can also learn more about the impact on Atlassian Marketplace Partners, as we see it, in our latest blog post.