

# Cloud performance, scale, and reliability

Atlassian Cloud is designed with flexible scaling options, optimized performance, and dependable reliability so that enterprises can meet their complex demands and unleash their full potential.

We often see enterprises take advantage of a combination of both vertical and horizontal scaling options to meet their needs. For example, one large, consolidated site can be used for centralized work shared across the entire company, while smaller “satellite” sites can be used for teams with unique or custom needs.



## Flexible scaling options

Atlassian provides flexible scaling options that allow enterprises to scale vertically, horizontally, or often, a [combination of both](#).

- Vertical scaling means increasing the volume of users on a single consolidated product site.
- Horizontal scaling (multi-site) for enterprise plans means leveraging multiple product sites, with each site focused on meeting unique scale, security and compliance, governance, or business demands.

With [Atlassian Administration](#), multiple unique product sites can be managed in one central location, improving administration practices at scale regardless of cloud topography.

**50,000**

users supported on a single Jira site with Cloud Standard, Premium, and Enterprise plans

**150,000**

users supported on a single Confluence site with Cloud Standard, Premium, and Enterprise plans

**20,000**

agents supported on a single Jira Service Management site with Cloud Standard, Premium, and Enterprise plans

**150**

unique product sites supported with Cloud Enterprise

Read the table below to learn about some common use cases of single-site and multi-site deployments.

WHY USE A SINGLE SITE?	WHY USE MULTIPLE SITES?
<b>Centralize work</b> under one site for simplified workflows and easy collaboration.	<b>Decentralize work</b> across multiple sites for specific business lines to work autonomously.
<b>Standardize ways of working</b> for teams to interact with the same interface, applications, and processes.	<b>Customize ways of working</b> for teams that require unique interfaces, applications, and processes.
<b>Administer a singular site</b> for simplicity in configuration and management.	<b>Meet security and compliance requirements</b> for confidential or geo-specific data.

## Optimal performance

Atlassian uses a multi-prong approach to ensure that performance remains optimal regardless of the scale or complexity of day-to-day operations:

### Pre-migration

We strongly recommend that every new customer migrating from Data Center start their cloud transition with the [Cloud Blueprint](#) exercise. By aligning existing tools to desired business goals and work practices, Atlassian determines the most effective cloud topology and provides migrating customers with guidance on the “how”, “when”, and pace of their transition. This results in a detailed tenant map that visually represents customers with their ideal migration path, ensuring the transition to cloud is a transformative and strategic leap forward.

As part of this process, customers migrating to Jira will use our [Assessments](#) tool at [admin.atlassian.com](http://admin.atlassian.com) to upload Jira data. We will then analyze the data, providing instance-level insights and tailored recommendations to improve cloud transition readiness and optimize the cloud migration path.

### Platform architecture

Atlassian is always investing in its cloud architecture to increase platform performance. These investments lead to significant YoY (Year-over-Year) performance gains across each product line, as demonstrated in the statistics to the right:

### Get work done, faster

**28%**

Decrease in the load time for page view in Confluence

**41%**

Decrease in editing time in Confluence

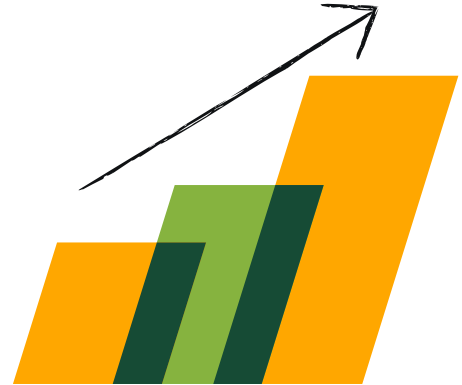
**28%**

Decrease in issue navigator loading time in Jira

## Feature releases

Data hygiene plays a pivotal role in site performance. The volume and complexity of various site attributes, such as users, applications, comments, and product-specific features like issues for Jira or pages for Confluence, contribute to the overall performance of each site. Atlassian consistently releases new features that help enterprises maintain a healthy data hygiene:

- [Site Optimizer](#) (for Jira Enterprise plan) enables administrators to identify and clean up site attributes in bulk, ensuring they remain within healthy scale thresholds
- [Mission Control](#) (for all Confluence plans) provides administrators with data hygiene insights for their site spaces and content
- [Bulk Ops APIs](#) (for all Jira plans) automates issue update processes for large volumes of issues



### Software configurations

Performance is a shared responsibility and can be dependent on the users local computing infrastructure. We recommend considering these common software configurations to improve performance:

- Adequate internet connection
  - Wireless at speeds of 100+Mbps
  - Wired (ethernet) using CAT 5+ cables
- Use browsers that support HTTP/2 protocols, such as Google Chrome or Mozilla Firefox
- Follow internet browser best practices
  - Update to the latest browser version
  - Clear cache every month
  - Disable unnecessary extensions
- [Allow-listing Atlassian domains](#)
- If needed, use VPNs that offer 'split tunneling' (which only routes necessary web traffic)

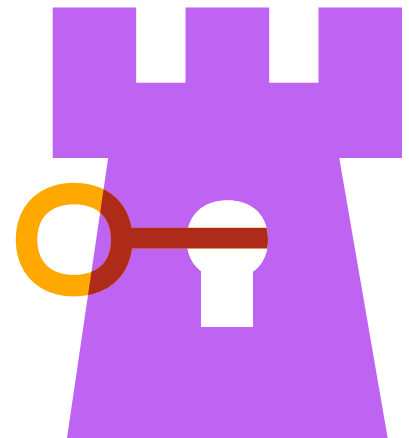
## Dependable reliability

Atlassian Cloud ensures data stays accessible through a shared responsibility model, leveraging the AWS infrastructure with multiple [availability zones](#) in each region. This architecture is designed to minimize disruptions by enabling automatic failover, comprehensive data backup, and strong encryption standards. [Business continuity](#) is further enforced with strict [service level agreements](#) (SLAs), offering **99.9%** uptime for Premium plans and **99.95%** for Enterprise plans.

In the rare event of an incident occurring, Atlassian's rapid recovery protocols aim to restore service swiftly, with a Recovery Point Objective (RPO) of **1 hour** and a Recovery Time Objective (RTO) of **6 hours**. Proactive [monitoring tools](#) and escalation managers are also provided, offering transparency into each product site status with 24/7 customer support. These measures ensure business operations remain uninterrupted while providing the means for a quick resolution when interruption does occur.

## Investing in a trusted platform

Performance, scalability, and reliability are core pillars that support enterprise growth and efficiency. Atlassian Cloud continuously invests in these elements to deliver a trusted platform that is equipped to tackle the ongoing and evolving demands of every modern enterprise. Visit the [Trust Center](#) to learn more.



**For more information on Atlassian Cloud**

Visit [Atlassian Enterprise Cloud](#) or find a [Solution Partner](#)