Security, Support & Compatibility

More Resources (cloud) · https://izymes.com/docs/security-support-compatibility-5/

Compatability

Workzone is designed to integrate seamlessly with Bitbucket Cloud, keeping pace with Atlassian's platform updates and standards:

- **Bitbucket Cloud Alignment**: Guaranteed compatibility with the latest Bitbucket Cloud **API** and **UI**, ensuring Workzone features continue to function as expected across Atlassian's evolving Cloud platform.
- **Technology Stack**:
  - Built and maintained on **Atlassian Connect Express (ACE) v7+**, ensuring stability and long-term support.
  - **Q3 2026:** The **Workzone Forge app** is completed and deployed production for beta-testers. The Workzone Forge app is not yet published to the Marketplace, as Atlassian have not provided a Marketplace based payment/license (PvA) integration for Bitbucket Forge apps. If Atlassian do not provide the PvA licensing ability by 31st October 2026, Workzone will adopt the original subscription method of utilising Stripe. Please get in touch with us if you require more information.

Performance Impact

- **Cloud Optimized**: Workzone (Cloud) has no currently known performance issues or investigations. It is designed to operate seamlessly within Atlassian Cloud infrastructure without introducing measurable overhead.
- **Continuous Monitoring**: We actively monitor performance and user feedback to ensure the app remains lightweight, responsive, and reliable as Atlassian Cloud evolves.

User Training

We provide a variety of training and learning resources to help your team get the most out of Workzone (Data Center):

- **Book a Training Session**: Schedule a live walkthrough or Q&A session with our product expert Ulrich Kuhnhardt.
- **Documentation**: Step-by-step Getting Started Guide → to help you configure and adopt Workzone quickly.
- **Knowledge Resources**: Explore our use cases and blogs for best practices and tips.

Support & Maintenance

1. **Support SLAs**: We provide support under defined Service Level Agreements to ensure timely responses and resolutions.
2. **Support Requests**: Bug reports, feature requests, and general support inquiries can be submitted directly through the **Izymes Support Portal**.
3. **Seamless Updates**: Workzone (Cloud) features and bug fixes are automatically deployed through Atlassian Connect Express and Atlassian Forge infrastructure. Customers always receive the latest version without manual updates.
4. **Permission Scopes**: When new functionality requires additional app-permission scopes, site administrators will be prompted to proactively approve the updated scopes.

Security Compliance

1. **Trust Center**: Our full security, privacy, and compliance posture is detailed in the Izymes Trust Center.

2. **Atlassian Security Programs**:
    - Participant in the **Atlassian Cloud Security Program**, following Atlassian’s guidelines for secure development and app operation.
    - Enrolled in the **Atlassian Marketplace Bug Bounty Program**, which provides ongoing penetration testing by independent security researchers.
3. **Data Center Commitment**: Workzone (Cloud) is developed and maintained following secure coding practices, with regular internal reviews and continuous monitoring to protect your environment.