

draw.io



Secure diagramming

in the Atlassian Ecosystem

The safe way to diagram

Explore our various security features and rest assured knowing your information is safe with draw.io for Confluence and Jira Cloud.

Cloud Fortified

draw.io is committed to providing advanced security, reliability, and support.

Data governance

Your diagramming data is securely stored in your Confluence or Jira instance and encrypted during all network transmissions to and from the endpoint.

Zero-egress switch

Zero-egress switch: The zero-egress switch (draw.io Advanced app edition only) enables users to to restrict data transmission solely between their browser and Atlassian Cloud.

Data residency

Once you've set your data residency region in your Atlassian Cloud product, your primary data will be stored in the region you have chosen when it is at rest.

Permission handling

Diagram permissions in draw.io adhere to the permissions set for the Confluence page or Jira issue, ensuring only authorized users can securely access diagrams.

Platinum Marketplace Partner

We are dedicated to exceeding customer expectations and setting the standard for excellence in app development.



The diagramming solution for every team

At draw.io, we understand every team needs to visualize, and many users create and rely on diagrams as part of their daily work. That's why our aim is to make it as easy as possible for everyone to create diagrams and visualize the way they want to, professionally and securely.

As a tried and tested method, diagrams are the most effective way to communicate complex ideas. What's more, they're designed to be shared, so it follows that your diagrams need to be fully embedded in your knowledge management system (like Confluence Cloud) or in your task workflows (like Jira Cloud). This ensures transparency, access, and opportunities to collaborate for all team members.

Teams that rely on diagrams as an integral part of their work include:

Human Resources and operations

Need to show new employees the ropes or map out your entire company structure? Using draw.io in Confluence to clearly document business processes and org charts keeps information central and ensures everyone's on the same page.

Software development and engineering

draw.io is made for technical diagramming by design. Create beautifully precise diagrams like sequence diagrams, ERDs, and UML diagrams right inside your Jira issues. This keeps everything together and reduces tool and context switching.

Product management and marketing

draw.io for Confluence enables teams to quickly map out user flows and customer journeys. This approach enhances collaboration by giving everyone a shared point of reference for product strategy, ensuring the entire team is aligned when producing engaging, targeted content.

Content managers and documentation writers

Diagrams are a staple for technical instructions. Keeping your documents and visuals directly in Confluence ensures diagrams are nested within the technical documentation they belong to.

Managers and senior leadership

Leaders often leverage visualizations to develop, refine, and present business plans. Building your business models in Confluence supports long-term strategic planning and ensures stakeholders are regularly aligned and informed on any changes.

What makes draw.io the #1 diagramming app

draw.io is the #1 rated diagramming app on the Atlassian Marketplace for Confluence and Jira, with more installs than all other native Confluence diagramming apps combined. Here's why:

Affordable for everyone

With draw.io, every user in your Confluence or Jira Cloud instance gets a professional diagramming tool at a great price. When everyone uses the same app, collaboration is naturally smoother, and you avoid the unnecessary expense of buying individual licenses or third-party subscriptions.

Tailored to your team

You can easily customize the draw.io interface in Confluence Cloud, giving your teams fast access to the shape libraries, styles, and plugins they use most often. This makes diagramming much quicker as well as standardized, as your corporate look and feel is set up by default.

Powerful and adaptable

We've built draw.io with power and versatility in mind. You can create multipage diagrams and build interactive diagrams right inside Confluence Cloud. Our app supports various import and export formats, and includes a Gliffy mass importer, helping you switch over smoothly.

Responsive support

Our developers work quickly to resolve any issues, from general "how-to" inquiries regarding draw.io to in-depth, tailored technical support. We thrive on user feedback and our community, and you can always view and request new features via our GitHub.

Secure diagramming

Your security is our priority. draw.io is Cloud Fortified with strict data governance and data residency policies. We offer two draw.io app editions specifically designed for teams in highly regulated industries: the draw.io Zero Egress app and the draw.io Advanced app edition, both offering zero-egress capabilities. More information on these app editions can be found in the whitepaper section: ***draw.io keeps your diagram data secure and private.***

Native integration in Confluence

draw.io is a powerful diagramming solution, and being 100% integrated into Confluence means even more features and collaborative options for users working across teams within your organization. These features include:

Track diagram changes

Confluence's version history means every change made to a diagram is tracked and visible within the Page History, so you can revert the page to a previous version if needed. draw.io also has its own built-in revision history, meaning you can see who changed what and when in a diagram and revert any changes made, without affecting the Confluence page it's embedded in.

Mass import existing diagrams

Making the switch is painless! You can quickly and easily import all your existing Gliffy diagrams across your entire Cloud instance (or just in a single space) into draw.io in just a few clicks. Don't worry—your original Gliffy files are still attached to their pages, meaning you won't lose any data during the migration.

Search the text in diagrams

The global search function in Confluence includes text inside your draw.io diagrams. So if you can't remember the diagram title, but recall a text snippet in a shape, search for this and locate the page containing your diagram in seconds.

Customize the draw.io user interface

Make it easier and faster for your employees to diagram in line with your corporate style. You can build custom libraries with the shapes, plugins, fonts, colors, and styles that match your company's look and feel, and make them available to all users by default. You can also add your own custom diagram templates, which are especially handy for documenting codebases or standardizing team processes.

This feature will save your employees a lot of time and hassle!

draw.io keeps your data secure and private

Unlike diagramming tools that rely on external servers or share your information with third-party services, draw.io for Confluence and Jira offers you truly secure diagramming.

Your data remains secure and private because it is stored exclusively in your Confluence Cloud or Jira Cloud instance, nowhere else. By keeping your data exclusively within your Atlassian environment, using draw.io can actively support your efforts to comply with strict international data protection standards, including the globally recognized ISO 27000 series (27001, 27002) for information security management.

For teams looking for that extra level of data security, we offer two app editions:

The draw.io Zero Egress app (built on Atlassian Forge)

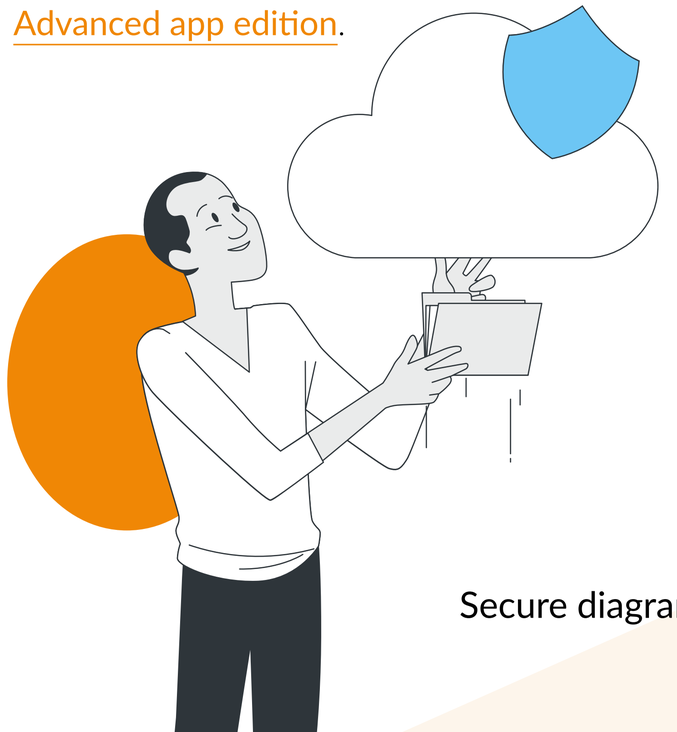
If you're an enterprise team in data-sensitive industries like healthcare, government, or finance, then our draw.io Zero Egress app that Runs on Atlassian provides the ultimate secure diagramming experience. The app is completely built on Atlassian's Forge platform and, as the name suggests, is **zero egress**, preventing any data from leaving your Confluence instance. It essentially acts like a virtual firewall around the app.

Create diagrams without cross-domain traffic or external data processing. For more information, check out our blogpost, or try it for free today by visiting the Atlassian Marketplace.

The draw.io Advanced app edition

For Cloud teams requiring a flexible, self-managed layer of security, the draw.io Advanced app edition offers enhanced controls. This edition features a zero-egress switch that enables administrators to prevent cross-domain traffic of draw.io services that require external rendering (such as our AI feature). The Advanced edition also offers users custom security reviews, ensuring the app adheres to your company's own security policies.

Learn more about the extra controls offered in the draw.io Advanced app edition.



Minimizing risk and maximizing compliance

Don't risk security breaches

When you store information outside of your secure architecture, on third-party servers or in remote cloud services, it adds complexity to your security management and raises the risk of data breaches. It's only logical that you want to keep your organization's architecture as simple and secure as possible. That is easy with Atlassian tools and the draw.io app, as all your diagram data is stored within your single, secure Cloud environment.

Clear ownership of your diagrams

Many subscription diagramming services and third parties have tiers that permit them to use your diagrams as examples in their own marketing materials. Our End User License Agreement (EULA) is crystal clear about where and how you can use the diagrams you create with draw.io. Want to use a diagram for commercial purposes? No problem!

There is no legal ambiguity in our EULA; with draw.io, you will always own your diagram creations completely. draw.io never stores your diagram data: In fact, we never even see it, as we have no access.

Are you diagramming illegally? (GDPR & DPA)

Your diagrams not only contain confidential business information, but may also include personal information about real people (e.g. organizational charts containing names of individuals). According to the GDPR, if you process identifying information about European citizens, you are legally required to have Data Processing Agreements (DPAs) for every tool where that data is handled. The fines can be severe: up to 4% of your revenue or 20 million euros.

When using Confluence and Jira Cloud, you have already made this primary agreement with Atlassian. However, if you use a third-party diagramming tool, you would need to review their privacy policies and enter into separate DPAs, introducing extra legal risk.

With the draw.io app, this is not a problem. Because your data stays exclusively in your secure Atlassian Cloud instance, there is no need for extra DPA contracts with us. However, if you do need a DPA, you can apply for it here: https://drawio.link/dpa



draw.io takes diagram data security and privacy very seriously. For more information, see Security and privacy, as well as license texts and reviews on GitHub.

Collaborate securely in draw.io for Confluence Cloud

Confluence is one of the leading platforms for knowledge management in modern organizations. It is the central hub for storing business processes, tracking changes over time, building knowledge bases for customers and partners, and collaborating on product and service development.

In every situation where you need to record and access information, data security is paramount. Fortunately with draw.io for Confluence Cloud, you can be sure your company's diagram data stays private.

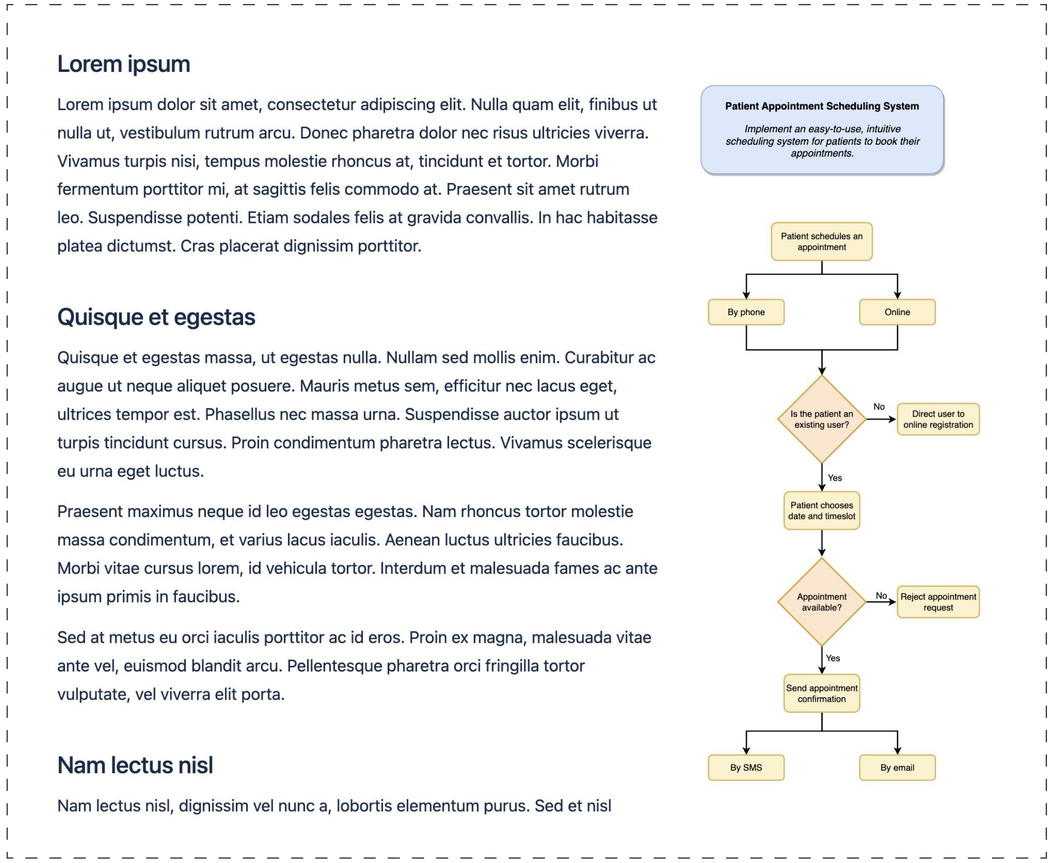
By embedding draw.io diagrams into Confluence pages, you ensure that visuals are always housed within the documentation they relate to. This not only makes diagramming a seamless experience for your users, it enables them to collaborate in real time with shared live mouse cursors (YouTube video).



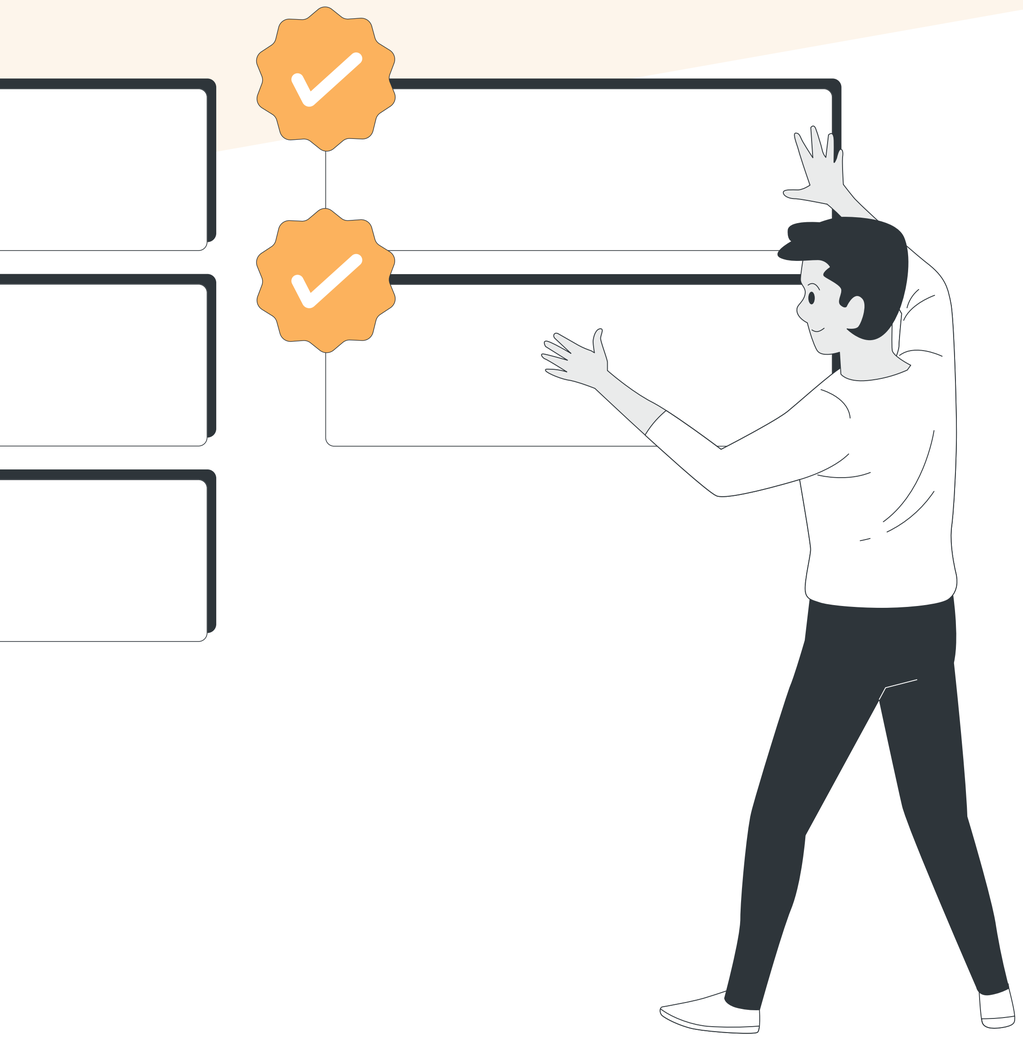
Key draw.io use cases within Confluence Cloud include:

- **Process documentation:** Record your business processes in flowcharts, BPMN diagrams, and swimlane diagrams. Version history in Confluence, and revision history in draw.io, have got your back for reverting changes and when documentation audits are required.
- **Map out IT systems:** By embedding your IT architecture and network maps in Confluence, you create a single source of truth. This ensures that both technical teams and other stakeholders can quickly find the latest version, and keeping these diagrams up to date will guarantee no one is referring to outdated information.
- **Provide clarity:** Help people find who they need and what they do. When you use diagrams like org charts and team process maps, you help support new hires during their onboarding, and existing employees can see how their role fits into the overall process.

Discover draw.io for Confluence on the Atlassian Marketplace



A draw.io diagram embedded in a Confluence page



Comprehensive project management with draw.io for Jira

Jira is the world leader in issue and project tracking software, used by small startups through to large enterprise organizations.

draw.io fully integrates with Jira, enabling users to embed diagrams directly where their projects exist - in Jira tickets themselves. This ensures your diagrams are kept secure and are right where you need them. This is also ideal when you're collaborating on projects, whether internally or with external partners and customers.

To support technical teams, draw.io provides a wealth of specialized, up-to-date shape libraries. From standard modeling languages like UML (including 2.5) to major Cloud Architecture providers like AWS, Azure, Cisco, GCP, and IBM, teams have just what they need for technical diagramming.

Additionally, our AI-driven Smart Template feature allows you to create a diagram template from a prompt in seconds, letting you focus on what's important: the diagram content itself.

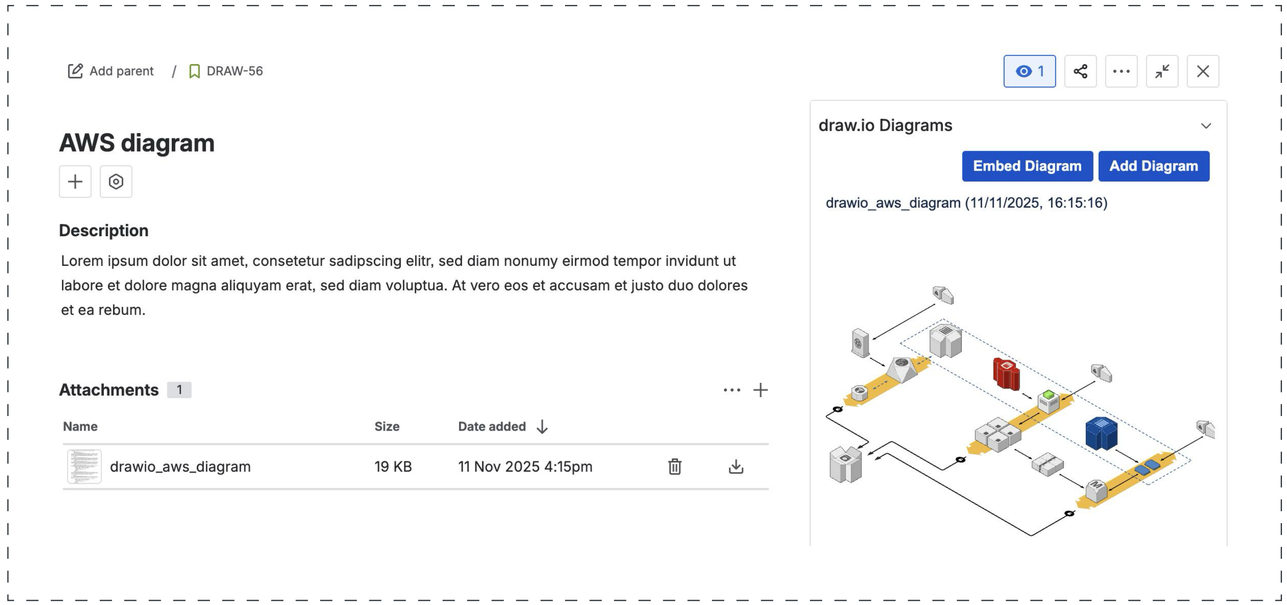
Key draw.io use cases within Jira Cloud include:

Software development and design: Embed mockups, UML diagrams, data flow diagrams, etc., directly in the relevant Jira issues to facilitate decision-making and reduce miscommunication within larger teams.

Service and incident management: Enhance service delivery and ensure everyone's on the same page when it comes to customer support processes. Build flowcharts and decision trees to document steps for resolving errors or solving customer problems directly within the support issue.

Project and process management: PERT charts, RACI charts, and activity diagrams help you map out cross-functional business processes and tasks, highlighting task dependencies and improving transparency in and across departments.

Discover draw.io for Jira on the Atlassian Marketplace



A draw.io diagram embedded in a Jira ticket

draw.io: The only sensible choice for Cloud visualization

There is no need to compromise your data security or introduce unnecessary complexity into your IT architecture.

The choice is clear: draw.io keeps your diagram data where it belongs, under your control and exclusively within your Confluence Cloud and Jira instances.

Plus, you will simplify your suite of tools for your employees and IT support staff.

By choosing draw.io, you effectively manage security risks, simplify your suite of tools for employees and IT support staff, and empower your teams to securely collaborate using the robust features they need, from rich shape libraries to customizable interfaces and AI-driven templates.

We're here to support you

We love diagrams, and we want to make it as easy as possible for you to work with diagrams securely when using the Atlassian tools you require every day.

We are committed to making your visualization journey seamless, secure, and productive within the Atlassian Cloud.

Whether you need guidance on implementation, have a feature suggestion, or just want to share your success story, we'd love to hear from you!

Try draw.io today

Access your 30-day trial on the Atlassian Marketplace:

- draw.io for Confluence Cloud
- draw.io Zero Egress app

Get support

Check out our Support page

Learn more

Find self-guided training courses, tutorials, and more on our website: https://drawio-app.com/