



CASE STUDY

Server to Data Center Migration for Major Insurer

A major insurance and asset management company needed to improve Atlassian product user experiences and optimize the products' performances across their entire company, they turned to our team of certified experts with Jira and Confluence knowledge base for a solution.

► THE SITUATION

Our client is a multinational life insurance, pensions and asset management company headquartered in Europe. With over 22.000 employees, their purpose is to help their 30.4 million customers achieve a lifetime of financial security. To succeed in this, our client makes use of most Atlassian products for their project management, team management and other business management tasks.



► THE CHALLENGE

Before working with us, our clients' focus was on improving Atlassian product user experiences and optimizing the products' performances. The top challenges our client was facing were as a result of having redundant resources, duplicate resources etc. Furthermore, our client was struggling with performing a successful migration by taking into consideration all possible blockers that might cause a migration failure.

Their goals were to:

- ✓ Deliver an improved user experience
- ✓ Optimize products performances
- ✓ Perform a successful Atlassian products consolidation without users experiencing any form of downtime or product function failure



► THE SOLUTION

We stood out amongst others owing to the fact that we came to the table with not just a well robust experience in building Jira to support the Agile ways of working but also a strong experience in performing Atlassian products migrations successfully for our clients.

We assisted our client with a full Migration plan with detailed risk analysis documentation which called out all things to look out for in pre-and post-migration, and a detailed UAT test plan for a successful migration.

The risk analysis documentation included:

- ✓ Comparing the database count of all Jira and Confluence resources
- ✓ Checking for duplicate resources
- ✓ Custom field
- ✓ Filters
- ✓ Projects, Spaces
- ✓ Boards
- ✓ Schemes etc.
- ✓ Checking that all Apps and macros that can/can't be migrated plus alternatives
- ✓ Checking, documenting and comparing all references - App links, Webhooks as well as Issue and page Links/references.
- ✓ Checking that all Jira / Confluence cross-references are maintained for UAT/Prod
- ✓ Contingency Planning: What happens in a "No-Go" and roll back plans?
- ✓ Risk about communication style with client/customer

These results formed a solid and good foundation to inform the migration strategies, plans, methodology and process.



► THE RESULT

- ✓ Our client saved 40% on license costs
- ✓ Improved and unified user experience
- ✓ Scalable administration of the tools

