

Overcoming Migration Challenges: A Success Story with ServiceRocket

Industry: Tech Company

Product: Jira & Confluence Cloud

Region: EMEA

Size: Medium

About

A tech company experienced delays with a previous Atlassian partner during their cloud migration. ServiceRocket took over, completing the migration in 10 weeks and saving the company 20% of their budget. Effective communication and swift execution built trust, leading to further collaboration on implementing JSM for their HR team.

Challenge

The company previously encountered substantial delays during their initial migration process while collaborating with another Atlassian partner. Achieving alignment among many stakeholders regarding the transition to the Cloud proved to be a formidable endeavor. The company was looking for help from ServiceRocket to provide best practices and complete the migration.

Solution

ServiceRocket's consultants swiftly resumed the cloud migration process from where the other Atlassian partner left off. Leveraging the insights gathered during the former partner's discovery phase, ServiceRocket expedited the migration process. Within a span of 10 weeks, ServiceRocket successfully completed the migration by facilitating discussions that brought alignment among all stakeholders regarding the envisioned Cloud setup.

Outcome

ServiceRocket completed the entire migration within 10 weeks, compared to the competitor's 6-week discovery phase alone. The company saved 20% of the initial budget, reinvesting it in enhanced post-migration support. Clear communication minimized stakeholder surprises, building trust that led to ServiceRocket's continued engagement for implementing JSM for the HR team.

"We really wish we'd found ServiceRocket at the start of our project. The ServiceRocket team has done an excellent job. They have been dedicated and really good throughout the project. I've been very impressed with them."