

Mac/iOS Infrastructure Provider Turns to Forty8Fifty Labs to Migrate Homegrown Ticketing System to Jira Service Management

New IT Service Management Solution Centralizes Ticketing Processes to Improve System Maintenance, Customer Support and Reporting

Overview

A leading enterprise-class Apple infrastructure-as-a-service (IaaS) provider trusted by MacOS, iPadOS, and iOS developers, mobile testing teams and DevOps engineers at thousands of companies around the world. It provides the scalable, secure and reliable cloud services customers need when building and testing Mac and iOS apps for Apple devices.

Challenge

As a high-volume IaaS provider for Apple ecosystem developers and engineers, this company's ticketing system for service requests is heavily used. Every time a customer has a change request to support a new code build or when a new iOS version is needed for app testing, customers submit a support ticket. Over time and increasing use the IaaS company's inhouse, homegrown solution had become a spiderweb of complexity.

A modern solution to ticketing and change request service management was needed to enable:

- Support for business growth
- Greater ability to adapt to new business use cases
- Improved service desk response speed
- Improved system maintenance
- Faster customer support
- Improved flexibility and accuracy in reporting support activities

The challenge was that the existing homegrown tool had become so integrated into their solution it would be difficult

Industry

Infrastructure-as-a-service

Use Case

Simplify service desk ticketing and ITSM processes on a modern, centralized Jira Service Management solution that would replace a homegrown solution that had become a spiderweb of complexity.

Products

- Forty8Fifty Labs Atlassian consulting, professional services and custom training workshops
- Atlassian Jira Service Management
- Data Dog
- Splunk



to decouple from infrastructure components without losing data structures or functionality.

With insight and assistance from Forty8Fifty Labs and after considering their options, including products from Freshdesk and ManageEngine, this Mac/iOS IaaS provider identified that Jira Service Management offered the greatest agility and capability without a heavy or cumbersome footprint. The intuitive self-service portal designed by Forty8Fifty Labs would enable business customers to get help fast while empowering the IaaS provider's service desk & management team with the ability to respond and resolve incoming requests faster all from a single, centralized tool. Forty8Fifty Labs also assisted with the challenge of effectively migrating the data and functionality from the homegrown solution to the new Jira Service Management implementation.

Solution

An Atlassian Enterprise Platinum Solution Partner and Atlassian Partner of the Year (2017, 2019, & 2020), Forty8Fifty Labs has a broad range of experience and expertise to migrate complex ITSM and service desk instances to Jira Service Management. Knowing that the IaaS provider's priority was change management workflows for change requests, the Forty8Fifty Labs team started there.

After standing up the Jira Service Management implementation, with added services from Data Dog and Splunk, Forty8Fifty Labs decoupled the company's inhouse solution from the infrastructure and brought over the data structure and assets to an optimized Jira Service Management implementation. Performing the migration in phases, Forty8Fifty Labs was able to address the company's need to adopt a more modern and centralized solution for improved customer responsiveness as well as more seamless maintenance and reporting across datacenter operations in Atlanta, Las Vegas, Silicon Valley and Dublin, Ireland.

Once the initial migration was complete, Forty8Fifty Labs performed dedicated training workshops to help empower the IaaS company's internal support team. This further enhanced the solutions efficiency and allowed the company to get up to speed faster than initially anticipated.

Results

As a result of the migration, the Apple Mac IaaS provider has not only seen improved responsiveness and speed to service requests but has also streamlined maintenance workflows for a more agile and adaptive environment. Customer support and change management processes have also been dramatically enhanced along with more visibility into service and ticketing data through more comprehensive reporting.

Ultimately, by centralizing their ITSM solution on Jira Service Management, the Apple Mac IaaS provider has a more advanced and flexible ticketing solution to support future customer growth and global expansion. In fact, the results have been so significant the company is now looking to expand their Jira Service Management implementation to also support their own internal development processes.

For more information, visit: <https://www.forty8fiftylabs.com/atlassian/>

Success Highlights

- Replace a homegrown ticketing system that had become a spiderweb of complexity with Atlassian Jira Service Management
- Improve customer response speed, streamline maintenance and enable comprehensive reporting
- Achieve the agile, modern service management needed to support further global growth

