



CASE STUDY

Leading Insurance Provider Migrates 22-Year-Old Environment to Jira Cloud with Forty8Fifty Labs

The Company

This global property and casualty insurer is well known, with over 45 thousand estimated employees worldwide. Over the past 100 years as a company, this insurer has been committed to helping people preserve and protect what they earn, build, own, and cherish. Their excellence and reputation have helped them reach the top 10 list of world property and casualty insurers.

By The Numbers

- ✓ **22-Year-Old** Jira Environment
- ✓ **14 Upgrades** Over Two Decades
- ✓ **20,000** Jira Users
- ✓ **8,501** Jira Service Management Agents
- ✓ **25,000** Confluence Users



The way Atlassian and Forty8Fifty stepped up to help with site imports in the backend showed a lot of great pose and teamwork. Their dedication to improving the tooling - taking our data to test JCMA to benefit other customers shows a passion for improving.

– Atlassian Migration Lead for the Leading Insurance Provider



⊗ The Challenge

Forty8Fifty Labs and the national insurance provider faced a challenge. They needed to create a migration plan and documentation of on-prem instances for an Atlassian Jira environment that was 22 years old and had undergone 14 upgrades. Compounding the complexity were the 8,501 agents and 25,000 general users who interacted with the system daily. This massive amount of data had to be thoroughly combed through and migrated seamlessly into the new data center.

! The Solution

Forty8Fifty Labs took the challenge in stride. In the spring of 2022, the project team started pulling data and conducting work sessions to begin a two-month-long assessment, crafting a unique cloud migration plan and documentation system for on-prem instances. As a trusted partner, Forty8Fifty Labs assessed, planned, and migrated the complex environment to Jira Cloud by that very summer. Forty8Fifty Labs thoroughly vetted the transition with three challenging test passes, concluding with the provider fully migrating, followed by final clean-up efforts and assessments.

✓ The Result

After the migration, an outside company vetted the solution and returned with an impressively positive report. Today, the insurance provider has successfully integrated and implemented the new cloud environment, optimized to scale to meet its continued growth.

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The staff were impeccable. The team's dedication to support the migration was incredible.

– Software Engineer for
Leading Insurance Provider

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