Simplifying Vendor Management through the Cloud
About

The US-based organization specializes in onboarding suppliers and vendors digitally, on the cloud, bringing efficiency to complex, manual supplier management processes. Their platform protects businesses against payments fraud, ensures regulatory compliance, and automates vendor management processes to make third-party operations secure. The business intends to streamline multiple financial processes, eliminate tedious paperwork, and ease the day-to-day operations of professionals working with financial services for their clients.
Business Challenge

Need to migrate seamlessly with zero downtime

The company extensively uses Atlassian’s Jira software for ticketing, IT development, and business needs. Their server licenses had expired, and the current version of the software had reached end-of-life; hence they were evaluating their options. Considering the popularity and the need for their platform, which filled a void in vendor management practices, their clients were exponentially growing. They had massive data critical for their clients that had to be kept safe without any breaches. Further, the round-the-clock availability of their systems was key to efficiency and instant access for their clients. The company was looking for security, minimal downtime, and a reliably smooth transition of their existing systems.
**Transformation Story**

**Simplifying the move to the cloud**

The company collaborated with Cambridge Technology, a Silver Solution Partner, for the expected transition. We suggested an optimization and shift strategy to the cloud from their existing servers for them to harness the desired results. We could use the Jira Cloud Migration Assistant (JCMA) to shift all of the company's components to the cloud by removing inactive users and upgrading to the right software version. Additionally, by enabling dark features and manually configuring certain elements, we could ensure that all of the company's filters, dashboards, and other essential elements were migrated successfully.

Enabling Single-Sign-On (SSO) for the company's users also became extremely beneficial as it will make it easier for them to access the Jira software and other systems on the cloud. By creating a non-billable policy, we could accommodate the company's user limit and ensure they could continue using the Jira software without interruptions.
Migration Strategy:

- Optimize and shift their workload from their on-premises server to the cloud
- Upgrade to JCMA-supported version 7.13.18
- Implement JCMA for Jira Software
- Update the license tier
- Enable SSO for all Atlassian Applications and users using Atlassian Access

Process:

- We optimized the instance by removing all unnecessary data like projects, pages, and workflows
- We enabled the user migration strategy using JCMA
- We migrated Jira software using JCMA
- We migrated dashboards & filters by enabling dark features
- We manually configured workflow properties, triggers, and events
- We integrated GitHub and Slack to enhance the upgrade
Results

Creating a robust and scalable platform

We ensured that the organization was future-ready by hosting its data on the cloud. The company predicted volumes of new clients in the future, making it essential to facilitate a large data storage facility that can expand limitlessly on demand. Being on the cloud meant the company was set to spend minimum time handling its storage infrastructure. This allowed for better bifurcation of resources, allowing renewed focus on the company’s LOBs. Considering the glowing attributes of the cloud, the company data was promised to be kept secure and water-tight in a robust system containing cutting-edge computing components. With this implementation, the company can now take advantage of a robust and scalable platform that can handle all of its business needs.
Ensuring ease of access

During one of our continuing discussions with the organization’s stakeholders, the element of productivity surfaced. The company was looking for employees to improve productivity and reduce time spent on trivial activities, which can be used elsewhere. Hence, we applied various techniques to streamline employee activities during the implementation. We removed multiple inactive entries and manually configured workflows, events, triggers, and more. However, the cherry on top emerged as the enablement of Single-Sign-On (SSO) — SSO ensured that employees were no longer required to log in separately to each of the company’s applications. They signed in at a single source, ensuring that the employees were logged in to all of the other relevant digital equipment that the company mandated.
Zero Downtime

Considering the volatility of the organization's business, they could not afford their systems to go offline. In a world of tough competition, organizations must be capable of handling business demands seamlessly, 24/7. On their previous on-premises setup, the company struggled to keep its systems online due to the complications of maintaining a physical server in-house. The company quickly realized the stakeholders wanted the company to redeem and sustain itself to be a market leader, maintaining its reputation. Here, cloud implementation became the key, killing two birds with one stone, keeping the promise of security, and ensuring zero downtime for this organization. The cloud kept up to its promise of security and ensured zero downtime for this organization. The company can now successfully carry out its business without downtime.

Overall, the company is pleased with the implementation results and is confident in the cloud platform's ability to support its business processes. This is an excellent outcome for the organization, and the move to the cloud will help the company continue to grow and succeed in the future.
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