Clearvision

Aer Lingus Case Study

Aer Lingus 🍀

About Aer Lingus

Aer Lingus was founded in 1936 and grew to become the national airline of Ireland, located in Dublin. It operates 67 aircraft on over 100 routes to destinations in the UK and Europe and flies 16 direct routes to North America including, New York (JFK), New Jersey (Newark), Boston, Washington D.C., Connecticut (Hartford), Philadelphia, Florida (Orlando and Miami), Chicago, California (Los Angeles and San Francisco), Seattle, Minneapolis-Saint Paul, and Toronto.

Ireland's only 4-star airline (awarded by Skytrax - the international air transport rating organisation) flies over 12 million guests per annum. Its mission is to become the leading value carrier operating across the North Atlantic, enabled by a profitable and sustainable short-haul network and supported by a guest-focused brand and a digitally-enabled value proposition. It is a member of the International Airlines Group (IAG) — one of the largest in the world.

Aer Lingus DevOps

Aer Lingus has 4000 employees, some of which include developers, testers, and analysts, who are collectively responsible for strategic projects including the ongoing development of the website and applying regulated industry changes.

Background

Improvements to collaboration and the need for centralised management led the team at Aer Lingus to review the software in place — Bugzilla for all bug-tracking tasks, Microsoft Excel for test cases, and Microsoft Word to document requirements.

After researching several industry-leading tools, they decided on Atlassian for its flexibility and agility. To implement the applications, they sought Clearvision, an award-winning Atlassian Platinum Solution Partner.

The solution

Clearvision worked closely with the Aer Lingus team, scoping project requirements and providing ongoing training, support, and guidance.

Atlassian's Jira and Confluence ticked all the boxes for Aer Lingus, so Clearvision integrated the tools with the rest of the Atlassian Stack as well as third party components, open source tooling, and hosting services. Aer Lingus now tracks project statuses in one place with complete traceability from user story to epic.

Jira Software

Confluence

Bitbucket

Bamboo

Crowd

git

ClearHub

ZEPHYR

"These tools have gone from where we log bugs to business-critical very quickly."

Rory Murphy - Senior Test Lead and Jira Admin

Hosting

To deliver high-quality software on time, Aer Lingus chose Clearvision's fully managed hosting solution, ClearHost, with expert support — eliminating upfront Data Center costs and gaining high availability and resilience, as well as inclusive backup and storage. Aer Lingus benefited from added functionality compared to Atlassian's on-demand services, such as LDAP integration and complete flexibility around Atlassian plugins.

Support

Although Aer Lingus has an experienced and dedicated Jira admin team, there was a need for expert support to help their Atlassian user base.

Clearvision's support has become an extension of the internal team at Aer Lingus, who now has the freedom to focus on core business objectives knowing Clearvision's dedicated support team is available 24/7, with guaranteed coverage for Atlassian and open source tooling.

> "With Clearvision's support and excellent turnaround time on tickets, there has been very little impact on end users."
>
> **Steward Hand - Digital Analyst and Jira Administrator**

Now and in the future

The team at Aer Lingus has found Clearvision's solution integral in helping the company move forward with major software development projects, including the release of a new version of the website.

They are now exploring other areas of the business where the solution may be beneficial, including project initiation documentation, commercial business development, and its call centre site issue tracker.

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Solution summary

Atlassian

Jira Software, Confluence, Bitbucket Server, Bamboo, and Crowd.

Clearvision

ClearHost.

Zephyr

Zephyr plugin for Jira.

Open Source

Git.

For more on ClearHost:

Click here