

**D I A R**

**E F F E C T**

**W W I N**

**- E S**

**C A S E S T U D Y**

**Clear*vision***

# ABOUT Direct Wines Ltd.

UK'S NO.1  
HOME-  
DELIVERY WINE  
MERCHANT.

Laithwaite's began in 1969, when geography student Tony Laithwaite took a job washing bottles in Bordeaux. After falling in love with wine and the people who make it he soon borrowed a van to share the delicious wines with friends and neighbours back home. Things went so well that soon enough hundreds of little wineries all around the world were queuing up to take part.

Today they're the UK's No.1 home-delivery wine merchant, with over 1,500 wines to choose from including red, white, rosé, Champagne, Prosecco, spirits and so on.

Direct Wines Ltd (Laithwaite's) needed to move away from the outdated legacy version of Mercury test director they were using in the run-up to releases and development, Jira was their saviour.

Clearvision offered an affordable solution that allowed them an unlimited amount of users.

Thanks to Clearvision, they're now able to track tickets with ease and understand linking in a logical manner.



# The Challenge.

Direct Wines Ltd had systems in place for logging Service Desk tickets, but the way they were running their tests and run up to releases was done on an old version of Mercury test director, (now a part of ALM for HP). They needed a better value alternative — Jira was their saviour.

Their old license with Mercury limited the number of users on a server at one time, resulting in one person being logged off whenever another person logged on.

# The Solution.

Clearvision helped Direct Wines adopt Jira which they installed initially on a trial server before adopting it as a part of their suite of systems. They introduced them to Confluence which they also adopted and have been using alongside Jira since 2012.

Clearvision also assisted in Project Management, enabling Direct Wines to track releases so they'd know who to go to if deadlines were missed.

Zephyr was also installed for Jira plugin which paved the way for improvements, linking bugs, tests and stories.



The logo for Clearvision, featuring three slanted parallel lines to the left of the word "Clearvision" in a bold, italicized sans-serif font. The logo is centered within a dark maroon circle, which is itself centered within a larger white circle, all set against a dark maroon background.

*/// Clearvision*

A solid dark maroon horizontal bar.

# Why Clearvision.

Direct Wines came to Clearvision in 2012 when they decided to search for an affordable alternative to help them break free from the test director they were using. They stumbled across Jira, and sought the help of an Atlassian Platinum Solution Partner who offered them more for less by providing them with the benefits they were missing.

They've since continued to benefit from their engagement with Clearvision and have more recently sought their help again for training and consultancy with Jira Service Desk.

Thinking to adopt Jira or another Atlassian application? We can [help](#).

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