



**Clear** **vision**

RBS Case Study

[clearvision-cm.com](http://clearvision-cm.com)

 **RBS**  
*The Royal Bank of Scotland*



## About The Royal Bank of Scotland

[The Royal Bank of Scotland \(RBS\) plc](#), together with NatWest and Ulster Bank, provides banking facilities across the UK and Ireland. The Royal Bank of Scotland has around 700 branches, mainly in Scotland, though there are branches in England and Wales.

It provides a full range of banking and insurance services to personal, business, and commercial customers, as well as traditional branches, phone, and internet banking.

Founded in  
**1727**

**700+**  
Branches

**19**  
Mobile branches

## The challenge

RBS contacted Clearvision to move from IBM ClearCase to more Agile processes. The bank wanted to have better visibility with efficient communication and transparency of work across departments.

The bank also needed to get up to speed with key Atlassian tools in preparation for rolling them out to a 2000+ user base.

**“We have had a good working relationship with Clearvision, the Platinum Solution Partner for Atlassian in the UK, for over 10 years.”**

- Gary Blower, Software Quality Assurance Tooling



## The solution

Clearvision provided RBS with licensing for Jira and Confluence.

[Jira](#) is an issue and project tracking tool, which allows users to track units of work, be it an issue, bug, story, project task, etc., through a predefined workflow. With this system of ticket tracking, users can gather tasks in the backlog and give them value-driven prioritisation. Jira provides transparency between departments, so each team knows what is happening across the business.

[Confluence](#) allows users to create meeting notes, project plans, product requirements, and allows for better collaboration.

RBS also adopted Atlassian HipChat, a service for internal/private chat and instant messaging. It features cloud-based file storage, video calling, searchable message history, and inline image viewing.

Additionally, RBS wanted to adopt [Bitbucket Server](#), Atlassian's 'behind the firewall' Git management solution offering both access and process management for the increasingly popular source control system.





- ◆ Jira Software
- ✕ Confluence
- ▣ Bitbucket
- ⌚ Bamboo
- 💬 Hipchat
- 🛡️ Crowd

**2000**  
Trained

**5**  
New tools  
deployed

Bamboo and Crowd were also adopted by the team at RBS.

[Atlassian Bamboo](#) is a build, test, and deployment automation solution, which operates on scheduled or event driven triggers with the ability to coordinate and share work across numerous agents. Utilising Bamboo, RBS has the ability to operate in traditional fixed release cycles or leverage Continuous Integration and/or Continuous Deployment methodologies from the one tool, driving a development pipeline suited to customer needs.

[Atlassian Crowd](#) is a single sign-on and user identity tool that provides consolidated centralised user management based off Active Directory, LDAP, Crowd itself, or any mix thereof. With this tool, RBS is now able to control permissions to all applications in one place. This includes other Atlassian tools, open source solutions, such as Jenkins, Google Apps, etc.

On top of licensing, Clearvision provided intense training that enabled the RBS team to act as mentors and trainers to the rest of the business, helping them plan and deploy. With a rapid deployment, the bank was able to support end-users from day one with no down time.

RBS requested training for its teams, which Clearvision delivered to over 2000 people, educating them on Jira best practices. This training allowed users at RBS to increase their communication and collaboration efforts in various departments.

Moreover, the bank wanted 1000 employees to learn Bitbucket. RBS has a considerable development team and the department required a central place to log in.

## Now and in the future

In the future, RBS and Clearvision will work together to move existing platforms to [Atlassian Enterprise Data Center](#) to improve resilience. Data Center refers to a deployment option designed for high availability and performance at scale, allowing RBS to host Atlassian applications in its own environment.

RBS is also planning to kick-start a completely new installation following best practice principles within a new team, along with new tools and a new platform.



## Help with Atlassian tools

Clearvision has helped many large enterprise organisations like RBS adopt Atlassian tools. If you need licensing, training, consultancy, managed hosting, or support, [contact Clearvision](#).