



Clearvision

NetRefer Case Study

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About NetRefer

Founded in 2005, [NetRefer](#) is a leading provider of performance marketing software.

Backed by a bright and experienced team of technology and marketing experts, NetRefer continues to improve its software products and related services with attention to the needs of its clients and their affiliates.

NetRefer's core values are integrity, quality, and transparency.



The challenge

NetRefer contacted Clearvision for best practices on ALM tooling. The Clearvision team travelled to NetRefer's office in Malta and worked on numerous integrations with continual Enterprise-Level Support. This exercise comprised of scoping and consultation on current company processes and tool usage, the installation and configuration of Jira and Confluence, and the customisation of NetRefer's Jira Service Desk (Jira Service Management).

Chief Operating Officer, Tim Buttigieg, said: "Approximately two years ago, NetRefer embarked on a project to integrate the vast Atlassian product suite, and Clearvision ranked at the top of our requirements in terms of experience and consultancy services. Our main objective was to document the inputs and outputs of the business and automate the flow of information through one consolidated channel. This ultimately led to premium customer service."

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- Tim Buttigieg, Chief Operating Officer at NetRefer

The solution

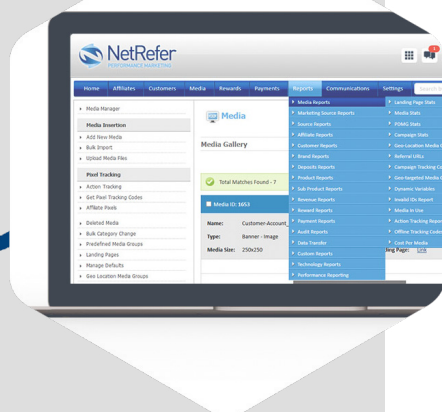
NetRefer decided to adopt an assortment of Atlassian tools, including Jira Agile (now part of Jira Software), Jira Service Management (JSM), Confluence, and Crowd, along with Jira add-ons, such as Tempo. The team at NetRefer also sought additional IT support from Clearvision.

[Jira](#) is the #1 software development tool used by agile teams, allowing them to track any kind of unit of work, be it an issue, bug, story, project, task, etc., through a predefined workflow. With a system of ticket tracking, the NetRefer team can now gather tasks in backlogs and give tasks value-driven prioritisation.

[Jira Service Management](#) has made it easy for NetRefer's customers to ask for help with smart, automated knowledge base suggestions. It provides a support portal for both internal and external customers to quickly raise support tickets. With JSM, agents have visibility over how much time has elapsed on tickets raised, and automations can be set up to allow agents to focus on solving the important stuff, thus lightening the load.

 Jira Software

 Jira Service Management



Clearvision provided two days of bespoke development to create a live chat add-on, which enabled NetRefer to embed a chat box into the Service Desk portal for clients to see once logged in.

The NetRefer teams can nail their Service Level Agreements every time by getting the important things done first. NetRefer is now able to configure, click, and get going in minutes with JSM. NetRefer was the first enterprise organisation to receive JSM as part of Jira from Clearvision.

Thanks to Jira Software, NetRefer can now create user stories and issues, plan sprints, and distribute tasks across its software team. They can prioritise and discuss work in context with complete visibility, and there is potential for them to use Jira across multiple departments, such as HR and Marketing.

“Clearvision has allowed us to explore the best possible solutions tailored to our needs, providing us with the technical experience to support our 24/7 framework.”

- Tim Buttigieg, Chief Operating Officer at NetRefer



Tempo Timesheets is an add-on that integrates with Jira and Jira Agile, making it considerably easier for NetRefer to track work performed, increase transparency, reduce inaccuracies for customer billing, calculate internal salaries, measure capitalisation, and more. NetRefer can also use it for tracking internal issues, such as vacations, meetings, and sick days.

Additionally, NetRefer used Crowd, a centralised user database management tool that allows different sources to integrate to enable single sign-on for all linked Atlassian applications. Users can come from anywhere, be it Active Directory, LDAP, Crowd itself, or any mix thereof. NetRefer can control permissions to all of its applications in one place – including Atlassian tools, Subversion, and Google Apps.

Finally, Clearvision provided NetRefer with [Confluence](#), a communication and collaboration platform that allows for transparency within various



departments, vastly improving the communication within and across teams.

Confluence is a wiki used by more than half of Fortune 100 companies to connect people with the content and co-workers they need to get their jobs done faster. Now that NetRefer has joined these companies in using Confluence, it can connect its entire business in one place online to collaborate and capture knowledge, ideas, documents, minutes, and projects.

By utilising all of these tools, NetRefer has better visibility over the work of its teams and can manage time more efficiently.

Clearvision provided more than 80 hours of [technical support](#) to NetRefer across the space of a year. Clearvision's support team dedicates its time to providing the best support for software development teams and tools, and this ensured a consistent response time and a high level of satisfaction for NetRefer.



“The hands-on approach and methodology of Clearvision were the winning factors. We were able to utilise their experience to roll out a very ambitious project in a timely fashion.”

- Tim Buttigieg, Chief Operating Officer at NetRefer

Clearvision provided further add-ons, including Customer Record Management (CRM), allowing NetRefer to manage people, companies, and its records inside Jira. NetRefer is also using the JEMHC add-on (formerly known as Javaholic), which provides complete notification customisation capabilities for text/HTML templates, including images, CSS, and even localisation. Templates and CSS can be bundled into Themes for export/import.

Moreover, Clearvision migrated R&D data from existing Jira and Confluence services to two new servers hosted within NetRefer's own dedicated environment.

Adopt Atlassian tools like Jira Software, Confluence, and Crowd with Clearvision!

Like NetRefer, your organisation can drastically improve customer service by consolidating tooling and working to best practices. As leading Atlassian experts, Clearvision is here to help.

Get in touch



Clearvision

Trusted Atlassian Experts