

Clearvision



# UNIVERSITY OF ESSEX

CASE STUDY

# MIGRATING & SUPPORTING JIRA SERVICE DESK FOR THE UNIVERSITY OF ESSEX DURING A GLOBAL PANDEMIC.



## ABOUT.

The University of Essex was established in 1963 and welcomed its first students in 1964, receiving a royal charter one year later.

Over time, UE earned University of the Year, Gold stature in the Teaching Excellence Framework, and placed in the top 25 for research quality in The Times and Sunday Times Good University Guide.

Today they have 15,317 students at three campuses and partner institutions.

## WHY CLEARVISION?

The team at UE was looking for a service provider who could offer them a perfect balance of professionalism, experience, and knowledge of Atlassian products.

After researching all of the Atlassian Platinum Solution Partners, as well as a few other companies, they landed on Clearvision.

“Excellent communication, and at an affordable price. I am pleased to say we absolutely made the right decision.”



# The Challenge.

The IT team at UE was using Jira Service Desk as their primary source for receiving IT requests from staff and students.

As with any business using mission-critical software, they needed support from experts to prevent issues from arising. The Atlassian vendor who provided this, could not keep up with demand as the usage of JSD increased across the university. This frustrated the IT team who needed more resilience.

As their renewal for licences and hosting approached they found themselves under even more pressure from COVID-19. They needed to find a new provider, and fast.

▲ ATlassian

◆ Jira Software

✕ Confluence

# The Solution.

When switching service providers, the UK government had just announced the lockdown. This saw the IT team at UE receive an overwhelming amount of Jira tickets. They simply could not afford downtime, not with 15,317 students and over 2100 employees relying on the Service Desk.

Under strict time constraints, Clearvision migrated their instance of JSD to a hosted solution and performed a prior risk assessment, test migration, production migration, and go-live support.

Following a successful migration, their Jira Service Desk instance was upgraded to the latest Atlassian Enterprise release. This provided UE with the assurance of fixes for critical bugs and security issues.

“Clearvision had fantastic clear communication and project structure on the run-up to the move. All managed in an online platform, this made it easier for everyone to work out where we were in the process. They provided clarity on what could be achieved in our limited timeframe and were knowledgeable and responsive throughout. The level of support we received during the rollout and migration was amazing, particularly as the switch occurred during an incredibly difficult week for us. They even helped with a problem that occurred after the migration due to an issue with our previous hosting provider!”

Everyone we’ve worked with at Clearvision knows exactly what they are doing, and this is seen through experience, knowledge, and professionalism. I am pleased to say this has continued in the form of ongoing support, and I am incredibly grateful to be working with a team that makes our Jira Service Desk installation easier, rather than more difficult to maintain.”

If you need to upgrade your Atlassian applications, [Clearvision Consultants](#) can help. Migrate your mission-critical tools to a [Cloud](#) of your choosing, and benefit from [support](#) from an award-winning Atlassian Platinum Solution Partner.



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