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# Migration to Atlassian Cloud

## Transforming IT Service Delivery

### ORGANIZATION

A large university, a premier public institution, has successfully transformed its IT service delivery by migrating from Atlassian Data Center to Atlassian Cloud. Partnering with RightStar, the university not only modernized its infrastructure but also achieved significant cost savings, faster ticket resolution times, and a measurable boost in customer satisfaction (CSAT).

The University is a premier, comprehensive Maryland public university offering excellent, affordable education in undergraduate liberal arts, sciences, business, nursing, health sciences, social work, and education, as well as applied master's and doctoral programs. Their highest purpose is to empower students with the knowledge, skills, and core values that contribute to active citizenship, gainful employment, and life-long learning in a democratic society and interdependent world.

### CHALLENGE

Like many growing educational institutions, the University faced the increasing burden of maintaining on-premise infrastructure. While their Atlassian Data Center instance was functional, it required significant internal resources to manage server maintenance, security patches, and upgrades. These "keeping the lights on" tasks diverted valuable IT time away from strategic initiatives that could directly benefit students and faculty.

- The University needed a solution that would:
  - Eliminate the overhead of physical server management.
  - Provide immediate access to the latest features and security updates.
  - Scale effortlessly to meet the demands of a bustling academic year.

### TECHNICAL SOLUTION

- To navigate the complexities of this digital transformation, the University engaged RightStar, an Atlassian Platinum Solution Partner. RightStar's team brought deep expertise in higher education and cloud migrations, ensuring a transition that was both technically sound and minimally disruptive.
- The solution involved a full migration of Jira Software and Jira Service Management (JSM) to the Cloud, deeply integrated with Confluence.



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## SIGNIFICANT COST SAVINGS

- By retiring their on-premise Data Center infrastructure, the university achieved immediate financial efficiency.
- Infrastructure Reduction: Eliminated costs associated with physical servers, load balancers, and disaster recovery hardware.
- Operational Efficiency: Reallocated FTE hours previously spent on server maintenance (upgrades, patching, downtime management) toward student-facing innovation.
- Predictable Spend: Moved from a capital expenditure (CapEx) model to a predictable operational expenditure (OpEx) model with Atlassian Cloud.
- The migration unlocked the true potential of the Jira Service Management (JSM) and Confluence integration, fundamentally changing how support is delivered.
- Self-Service First: By linking a Confluence knowledge base directly to the JSM portal, students and faculty are now presented with helpful articles before they even submit a ticket. This "deflection" capability has reduced ticket volume and empowered users to solve common issues (like password resets or Wi-Fi connectivity) instantly.
- Streamlined Agent Experience: Support agents no longer toggle between screens. They can view, link, and create knowledge base articles directly within the Jira ticket view, ensuring consistent and accurate answers.

## BUSINESS RESULT

The move to the Cloud has had a direct, positive impact on the metrics that matter most:

- Faster Time to Resolution: With improved automation rules and a cleaner, more intuitive Cloud interface, the IT team has drastically reduced the average time to resolve tickets.
- Higher CSAT Scores: Students and faculty have reported higher satisfaction with the support process, citing the ease of the portal and the speed of communication. The transparency of the Cloud portal allows requesters to see the exact status of their requests in real-time.

## ABOUT RIGHTSTAR

RightStar is a leading provider of DevOps and IT service management solutions for government agencies and commercial organizations. As an Atlassian Platinum Solution Partner, RightStar provides consulting, design, and implementation services for the full Atlassian and BMC product lines. As a complement to these services, RightStar offers on-site ITIL®/DevOps assessments, providing strategic roadmaps for delivering services to the business more efficiently, accredited ITIL® certification training, and a comprehensive line of RightStar software products that add essential functionality to your IT service management and DevOps system.