RightStar™
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Moving from Atlassian Data Center to Atlassian Cloud

Achieving a more agile, cost-effective, and scalable platform

ORGANIZATION

The organization provides software-as-a-service (SaaS) solutions for edge computing, secure edge networking, network operations, visualization, and security solutions.

CHALLENGE

Recognizing the need for a more agile, cost-effective, and scalable platform, the organization partnered with RightStar to guide a full migration from Atlassian Data Center to Atlassian Cloud. What followed was a transformation that reshaped their support operations, improved customer satisfaction, and reduced operational overhead. From the outset, they emphasized the importance of a smooth transition with minimal disruption. RightStar's team brought deep technical knowledge, proven migration methodologies, and a collaborative approach, which gave the customer confidence at every step.

TECHNICAL DETAILS

- RightStar handled:
    - Comprehensive environmental assessment
    - Data mapping and cleansing
    - Migration planning and execution
    - User acceptance testing
    - Post migration optimization and training

BUSINESS RESULT

Once in the cloud, the customer quickly began experiencing benefits that were difficult or impossible to achieve on Data Center:

- **Significant Cost Savings**
    - Eliminated hardware, storage, and maintenance expenses
    - Reduced internal IT labor previously dedicated to patching, upgrades, and system monitoring
    - Predictable, subscription-based pricing that scales with the business

- **Always On Performance and Zero Maintenance Upgrades**
    - Automatic updates delivered without downtime
    - Improved system reliability and uptime
    - Faster access for distributed teams

- **Customers benefit from:**
  - A cleaner, more intuitive portal
  - Real-time updates
  - Better visibility into ticket progress
  - Faster turnaround on requests

- **The internal and customer-facing knowledge bases also received a major upgrade.**
  - Confluence Cloud enabled:
    - Easier content creation and collaboration
    - Faster search and improved discoverability
    - Seamless integration with Jira
    - A single source of truth for documentation, troubleshooting guides, and SOPs
    - Support agents now spend less time hunting for information and more time solving customer problems.
    - Customers benefit from self-service content that is always up to date.

Together, Jira + Confluence have made the support organization more efficient, more consistent, and more scalable.

The customer estimates that the move to Atlassian Cloud reduced their total cost of ownership by a substantial margin, freeing budget for innovation rather than infrastructure upkeep. The cloud environment removed the operational burden of maintaining a high availability Data Center footprint.

QUSTOMER QUOTE

The customer praised RightStar's professionalism, responsiveness, and ability to anticipate challenges before they surfaced. The migration was completed on schedule, with zero data loss and minimal downtime—exactly the outcome hoped for.

The customer credits much of the project's success to RightStar's expertise, professionalism, and hands-on support throughout the migration. RightStar's team not only executed the technical work flawlessly but also served as strategic advisors—helping the customer adopt best practices, optimize workflows, and fully leverage Atlassian Cloud's capabilities.

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.