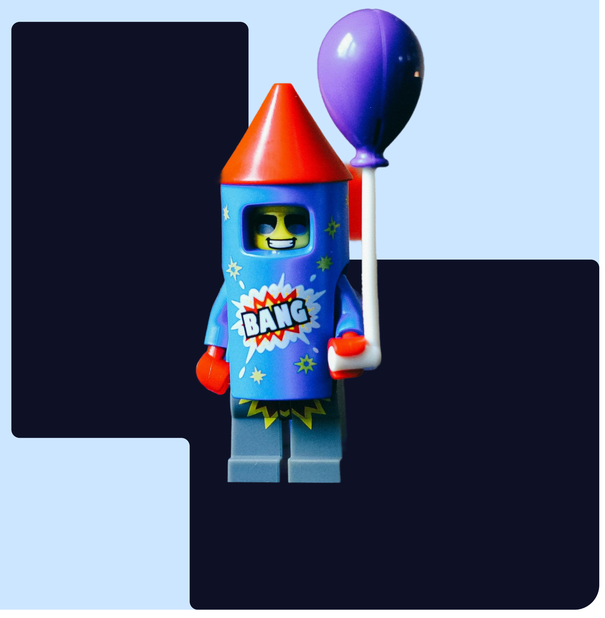
Erste Bank Leads the Way: Seamless Cloud Migration of Atlassian Stack with Shiwaforce



Long story short

Erste Bank Hungary was the first bank in the CEE region to migrate its key IT systems to the cloud to reduce infrastructure maintenance costs and increase business agility.

With the support of Shiwaforce, the migration of Atlassian Jira and Confluence was completed without technical issues, thanks to thorough assessments and testing. Meanwhile, process efficiency improved, and branch office professionals began to use the ITSM and knowledgebase capabilities beyond the IT department.



Erste Bank Hungary serves over one million customers and operates 110 branches. As part of the Austrian Erste Group, it is among the leading financial providers in Central and Eastern Europe.

89,9+
HUF billion profit after tax

200+
years of experience

1 million
customers

114
branches

The challenge

Strict regulations - The use of the technology is subject to strict conditions set by the MNB (Hungarian National Bank) and the EBA (European Banking Authority).

Transition - The migration must not disrupt operations, regulatory compliance, systems or data.

Expertise - The company required deep, practical knowledge in managing critical technology risks, such as handling data protection issues.

Regulatory compliance - Data needed to remain within the EU to comply with both internal and external regulations.

Complex IT environment - The cloud version did not support legacy plug-ins and certain custom developments.

How did Shiwaforce support Erste Bank during Cloud Migration?

We conducted a three-month risk analysis with TrustaaS and we identified 36 regulatory and technology risks.

In just one and a half days, we migrated approximately 100 000 Confluence pages and Jira tasks to the new environment.

Ensured regulatory compliance - Two specific clauses were added to the Atlassian contract to ensure data management within the EU.

We created a test environment for the migration to identify performance and security issues.

Atlassian's migration wizard could only handle 60% of the data, therefore **we developed custom scripts** to transfer the remaining data.



KEY FIGURES

100 000+
transferred data

36
identified risks

1,5 days
was all it took for the migration

The result

Successful "live" transition in one and a half days
The Jira and Confluence migration was completed without major disruptions.

100,000+ data migrated
More than 100,000 Jira issues and Confluence pages were transferred during the migration.

Increased user base
The number of business users of Jira and Confluence has been increasing since the transition.

IT cost reduction
The management of Atlassian has brought significant savings.

Increased efficiency
Better user experience and scalability.

The client experience

Erste Bank Hungary successfully completed the first full cloud migration in the regional banking sector, ensuring business continuity and a technological competitive edge.

With the help of Shiwaforce, the bank has met the MNB and EBA requirements, ensuring data security and regulatory compliance.

The **migration of Jira and Confluence to the cloud enabled more agile operations and significant cost savings.**

The successful migration has created the opportunity for further cloud transitions of banking systems and the introduction of Jira/Confluence in additional business areas.

Get in touch with us!
shiwaforce.com
hello@shiwaforce.com
facebook.com/shiwaforce
linkedin.com/company/shiwaforce

Shiwaforce.com
Alkotás utca 17-19.
H-1123 Budapest
Hungary
+36 (1) 392-4000