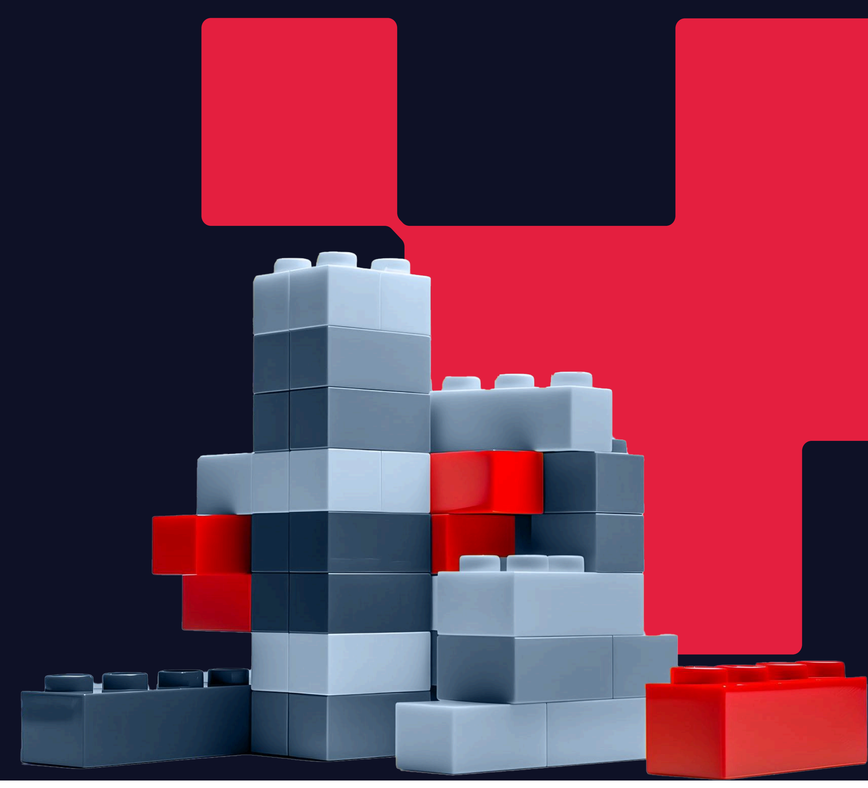
Gloster Moved its IT Project Management to JIRA Cloud With The Support of Shiwaforce

gloster shiwaforce



Long story short

The IT services company **Gloster has successfully migrated its Jira system to the cloud with the expertise of Shiwaforce, eliminating server maintenance costs** and administrative burdens.

The introduction of **automated ticket management,** CRM integration, and Jira Cloud has **resulted in a more streamlined and efficient workflow.**



gloster

Gloster is an international IT service provider with Hungarian background. It started as a start-up and has grown over two decades into a 200-employee development and integration center.

Global
client base

20+
on the market

6 billion
revenue

The challenge

Support has ended – A secure, long-term solution for IT projects has become essential after the end of support for Atlassian Server products on 15 February 2024.

Overloaded IT resources – The IT team spent a significant amount of time maintaining the infrastructure, leaving little capacity to invest in new developments and innovations

Scalability limitations – As the customer base expanded, the IT infrastructure struggled to effectively support the growing business needs.

Complex customizations – Over the years, a large number of custom Jira settings and plugins have been created, making the operation less flexible and slower in the long term.

Rising expenses - The cost of hosting servers has drammatically increased.

shiwaforce

How did we help to ensure a seamless and efficient migration to the cloud?

Jira Cloud implementation – The transition started with the implementation of 50 Jira Cloud licenses, ensuring operational continuity and scalability for future needs.

CRM-integration – By integrating the sales CRM with Jira, we streamlined operations and minimized administrative burdens.

More efficient hourly-rate-based billing- Moving to the cloud enabled employees to log their working hours and flag tasks as completed, which initiated automated invoicing to customers.

Ticket management from anywhere –With the introduction of the Jira mobile app, employees and managers can now track and update tickets on the go, even during client meetings.



KEY FIGURES

1-click
for easy administration

40% reduction
in the administration burden

Reduced costs
of IT infrastructure

The result

One-click ticketing saves time
Instead of spending 10-15 minutes manually creating a ticket, customer requests can now be registered in one click.

Minimized IT costs
The cloud migration resulted in significant reductions in IT resources and operational costs.

Seamless time tracking
Billable hours are now logged automatically, ensuring precise records.

Faster search and reporting
Jira Cloud enables text-based searches and custom report generation.

The client experience

With Shiwaforce's expertise, Gloster's Jira system was seamlessly moved to the cloud, ensuring long-term sustainability and cost-efficient operations.

Performance and security issues have been eliminated, while the new system provides faster and more flexible operation.

With automated ticket handling and CRM integration, sales and administrative processes became more efficient.

During the cloud migration, business continuity was seamless and the entire organization responded positively to the change.

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