

Atlassian Professional Services

Moser's team of Atlassian Certified Experts can assist with Implementations, Migrations, Optimizations and Managing your Atlassian tools.

IMPLEMENTATION

Our clients rely on Moser's team of experts to help guide them with their Atlassian system. Our Atlassian Architects listen to the client's requirements to develop a solution that meets their needs.

OPTIMIZATION

The certified experts at Moser have the experience and knowledge to optimize your Atlassian environment. By listening to the client's needs, we are able to make improvements by matching those needs with Standards and Best Practices.

MIGRATIONS

Atlassian Server or Data Center: Moser's experts help our clients to plan and seamlessly move to cloud.

Other Vendors: If your decision is to move away from another system to Atlassian, let Moser help. We've assisted numerous clients move from systems like Service Now, Avanti and more.

Consolidation: Whether it's through M&A or just merging instances within a company, Moser has the experience to bring the systems together.

MANAGING ATLASSIAN TOOLS

Let Moser help with the ongoing support of your Atlassian environment. Many times, a user is assigned the responsibility of managing/administering Atlassian tools simply because they are a "Power User". Moser can design a solution that fits your needs, whether using Moser's Managed Services or on an as-needed basis. We have the experts that can help!

PROPERTY MANAGEMENT USE CASE

Jira Service Management (JSM) for Property Management Organizations

Moser worked with a large Property Development and Management company that develops, maintains, and manages multiple residential and commercial properties. Their responsibilities include maintenance requests, tenant inquiries, lease agreements, and property inspections. To streamline their operations and enhance customer satisfaction, the developer decided to implement Jira Service Management (JSM) as their centralized service desk solution.

Moser configured Jira Service Management with appropriate request types, workflows, and SLAs tailored to their property management needs.

Internal Staff began using JSM as a means to submit requests related to their internal business processes.

JSM was then extended to tenants by providing access to the Jira Service Management portal to submit maintenance requests.

Conclusion

By leveraging Jira Service Management for internal operations, the organization optimizes property management processes, enhances collaboration among teams, and delivers superior service to tenants and property owners. The platform's robust features, including customizable workflows, SLA management, and reporting capabilities, empowered the organization to streamline operations, improve efficiency, and drive success in the competitive real estate market. Requests are successfully resolved, ensuring the satisfaction of property managers and tenants.

INSURANCE INDUSTRY USE CASE

Streamlining Project Management Operations with Jira Software for PMO

Jira Cloud offers a comprehensive platform for Project Management Offices (PMOs) to streamline and optimize their project management operations. By leveraging Jira Cloud, PMOs can centralize project tracking, standardize processes, enhance collaboration, and gain valuable insights for better decision making.

A large malpractice insurance agency operates a PMO responsible for overseeing multiple projects across various departments, including software development, marketing campaigns, and infrastructure upgrades. The PMO aims to improve efficiency, visibility, and alignment across all projects while ensuring adherence to established standards and best practices.

Conclusion

By leveraging Jira Cloud, the PMO at the agency successfully streamlines project management operations, drives efficiency, and fosters collaboration across the organization. With centralized project tracking, standardized processes, collaborative work environments, and data-driven insights, the PMO can effectively oversee projects, mitigate risks, and deliver value to stakeholders.

READ THE FULL USE CASES ON OUR WEBSITE:

moserit.com/atlassian-professional-services

THE MOSER DIFFERENCE

With nearly 30 years of experience, we have built a reputation of trust and dependability. No matter where you are in your technology journey, we have the people and the expertise to help. Our customized approach is based on your needs, and we don't subscribe to an "out of sight, out of mind" policy. Once we sign on, we're with you for the long haul to ensure sustainable, long-term success and guidance, even after our initial project is done.

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