

# CASE STUDY

*Clear*✓*vision*

Migrating 500 users  
to Atlassian Cloud –  
Flooid's journey

# Overview.

**Company vertical**  
Commerce

**Clearvision service**  
Risk assessment  
Migration of Jira and Confluence from  
Atlassian Server to Atlassian Cloud

**Project scope**  
500 Users  
50+ Projects  
200+ Spaces

## Results at a glance.

- The end of the Server edition called for a migration to Cloud.
- A risk assessment identified the scope of the migration and technical activities.
- Bespoke scripting resolved an immature set of scripts.
- The adoption of Atlassian Cloud resolved frustrations caused by a VPN.
- Clearvision provided Atlassian licensing for the team at Flooid.
- The team look to break new ground with Clearvision's help using further Atlassian solutions, such as Jira Service Manage



# About.

Flooid provides a unified commerce platform that empowers businesses to sell to shoppers flexibly and consistently wherever they are and however they prefer. By connecting leading retail tech partners in a single commerce solution, Flooid enables engagement with shoppers, helping businesses sell more effectively.

Internally, leaders at Flooid have implemented a guild structure made up of four key pillars; Architecture, Engineering, Quality, and DevOps.



# The Challenge.

Floodid has been a customer of Atlassian's for several years and had an on-premise Server-based deployment of Jira Software and Confluence. However, with the End of Life announcement of the Server edition, and Atlassian heading a Cloud-first approach, the team decided to [migrate to Atlassian Cloud](#) as part of a Cloud strategy.

"The engagement of Clearvision was to get expertise in a delivery project we had. We have for many years been an Atlassian client with an on-premise Server-based deployment. With the Atlassian changes, we needed to migrate from on-prem to Cloud, and we recognised that we needed a Solution Partner to help us on that path. We had a lot of Jira and Confluence knowledge already, but there was a gap in terms of migrations." – Ryan Bryers, Senior Vice President – Engineering

When accessing Jira and Confluence on Server, the team at Floodid required a VPN connection which was slow and frustrating as it made it difficult for them to permit third parties to the platforms.

"The use of the on-prem Server installation meant our teams had to engage the VPN before accessing Jira and Confluence. This was a source of frustration for users and came with a level of inflexibility in terms of granting access to external parties. To allow some form of client access, we had to generate extraordinary solutions."

The team at Floodid knew that this challenge could be overcome with the adoption of Atlassian Cloud.

Before seeking assistance from Clearvision, they were working with an immature set of migration scripts that were known for not covering the breadth or scope of the migration project. This meant that bespoke scripting was required, adding to the complexity and completion time of the project.

◆ Jira Software

✕ Confluence



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50+ PROJECTS

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# The Solution.



Flooid already had an established working relationship with Clearvision, and previous successful projects created a level of trust that instilled confidence in the Flooid team who required expertise in a specific capability — migrating from on-premise Atlassian Server applications to Atlassian Cloud.

“We used Clearvision’s consultancy service to drive the migration out to the Cloud and to broker the licensing.”

The prerequisite risk assessment phase was critical to identifying the full scope of the migration and the technical activities required for a successful migration. As Atlassian Cloud is a SaaS solution, the VPN was no longer required.

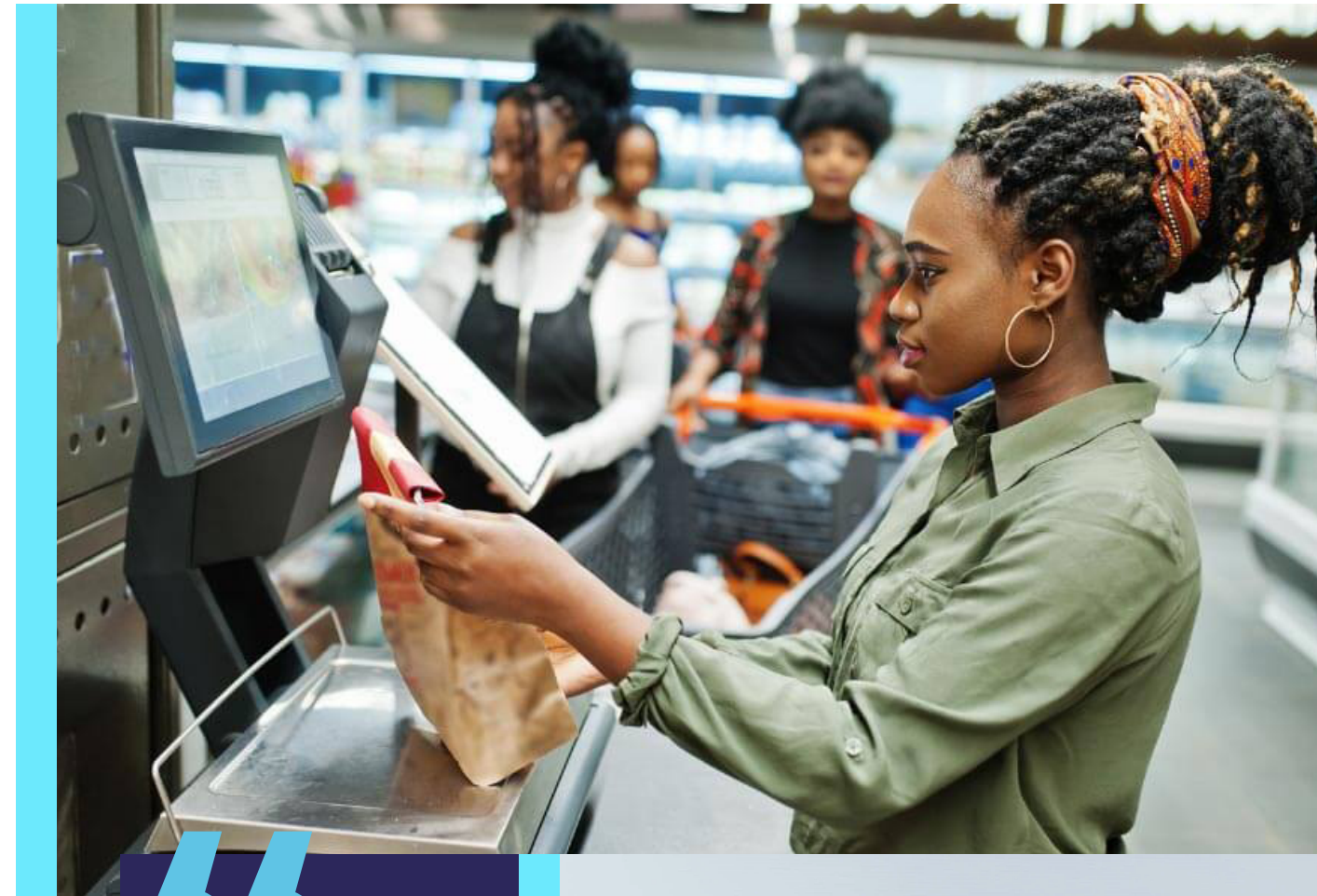
A Clearvision consultant created bespoke scripting for the team at Flooid to resolve the areas that the immature set of scripts were not suitable for.

“The ability of the Clearvision consultant to see the issues first-hand and then to create custom scripts was a major benefit to us. Clearvision were always in our corner, they helped when we ran into issues and worked tirelessly to either resolve them directly with Atlassian and fellow Partners or to create bespoke solutions themselves.”

The team at Flooid plan to take and apply what they’ve learned from this migration project as they adapt to Atlassian Cloud and intend to seek the expertise of Clearvision consultants when breaking new ground with Atlassian solutions, such as Jira Service Management.

“We are actively trying to move everything to Cloud, to empty our on-premise data rooms and data centres, and to embrace it fully.”

## Jira Service Management



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# flooid

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