Unifying Workflows for an International Insurer

CLOUD TRANSFORMATION

THE CHALLENGE

An insurance company needed a Cloud solution to unify their workflows across Airtable, email, and Slack. They sought automation, structure, and a centralised system for global operations.

THE SOLUTION

We performed a Jira health check and consolidated workflows in JSM, integrating with tools like Slack and Ataccama. Automated user access requests with Atlassian Intelligence boosted efficiency, while custom Forge apps enhanced functionality. We also streamlined AWS deployments and set up a four-environment Jira pipeline using Salto to automate configuration changes. Slack integrations ensured quick error resolution and minimised downtime.

THE RESULTS

1

Improved system
Jira's health improved from 24% to 87% following Optimizer test.

2

Automated processes
90% of access requests are automated, cutting resolution time to 16 sec.

3

System adoption
Agile and Jira workshops led to improved adoption of Atlassian tools.

4

Deployment efficiency
AWS deployment time down 72%, Jira automation cuts it by 92%.

ABOUT

Location: London, England, UK
Industry: Insurance
No. of employees: ~600
Project duration: 1.5 months

TOOLS

aws   slack   Confluence

⚡ Jira Service Management

HOW WE ADD VALUE

98% of clients confirm we meet technical expectations.

100% of clients would choose AC again.

Book a free consultation now >