



De Persgroep counts on Realdolmen for full management and support of its Atlassian environment

For some time now De Persgroep has been using Atlassian software, which plays an important role in the management and development of all applications within the group. Almost 2,000 employees make direct or indirect use of technology to manage their projects efficiently. The media company wanted to unite the three teams that worked independently with the software in a cloud, so that they could collaborate more easily. De Persgroep called on the services of Atlassian expert Realdolmen, which migrated the software to its own R-cloud. The IT partner is responsible for the full management and support of the software and users.

Within De Persgroep it was mainly the IT department that was a fervent user of Atlassian software, but the number of users continues to grow. Maarten Cautreels, Scrum Master at De Persgroep: “We are mainly using the Jira and Confluence software from Atlassian, for instance as an issue tracker for all our projects among other things. The advantage of a partner like Realdolmen is that they host everything in their own cloud and they take responsibility for full management. This means we can focus on our core tasks. Realdolmen is an Atlassian expert, so to us they represent enormous added value.”

MIGRATION TO EXTERNAL CLOUD ENSURES PEACE OF MIND

The use of Atlassian software has grown organically within the group. At one point, De Persgroep had three different teams working with the software, without them communicating with

each other. “There was no possibility of combining everything together in the existing cloud version of Atlassian, so we had to change over to a hosted version.”

Realdolmen offered the possibility of hosting everything in their own R-cloud. “By combining the three different accounts in a single domain in the Realdolmen cloud, now we are all working together in the same system and we have a direct point of contact with our IT partner,” said Cautreels. “Because everything is outsourced to Realdolmen, we do not need to make any major investments. All the licences for the Atlassian products are consolidated by Realdolmen, so we do not have to worry about upgrades and updates.”

EASY TO EXPAND WITH NEW USERS AND FUNCTIONALITY

The biggest users of Jira are the staff of the IT department and recently the service desk joined them. “Previously the service desk staff were using a different system, but now they also work in the same domain with the Atlassian software. Now there is a much better overview of everything and soon the staff will be able to forward and monitor all their questions through the portal. This was still happening via mail.

This expansion and the addition of different plug-ins provide extra features. “For example, recently we began to use *Insight* at the service desk. All the end-user devices and our servers are integrated within it. So we have a good overview of who is using what.”



OUR APPROACH

Challenge

The number of Atlassian software users within De Persgroep is continuing to grow. The media company wanted to combine the three teams that use the software in a cloud, so that they could work together more easily.

Solution

Merging the three different accounts into a single domain in the Realdolmen cloud has enabled all employees to work together in the same system, and given them a direct point of contact at Realdolmen.

Benefits

- More efficient collaboration
- All software management and support provided by external partner
- All communication runs via a central portal
- Easy to expand with new users and features
- Plug-ins provide extra options

SMOOTH MIGRATION, GOOD COLLABORATION

The three domains were migrated over three weekends to the new cloud environment. Maarten Cautreels: “Realdolmen prepared thoroughly for this migration and executed it flawlessly. Our partner handled all the work, we took care of the communication with the users. Because we did everything in the evenings and at weekends, the users experienced little or no inconvenience.”

“One of the reasons we decided to have an external hosting partner is the fact that we wanted our staff to have access to everything from anywhere and anytime. Because it was more economical both financially and practically, we decided to have the software hosted in the R-cloud instead of our own data centres. We took this decision in consultation with our IT partner.”

CHOOSING A BELGIAN PARTNER WITH EXPERTISE

By choosing Realdolmen, De Persgroep have brought in-house a leading Atlassian partner. “This collaboration went very smoothly and the thorough preparation and different test phases meant that everything was completed within the scheduled time and budget. Currently our partner is offering support only during office hours, but soon we will extend that to 24/7. This is important for our service desk, which also works nights and weekends. The accessibility and flexibility of our partner has already helped us a lot.”

In the near future, De Persgroep wants to integrate the *Status Page* software of Atlassian in order to send information to end users about the status of their processes and applications. “Suppose the editorial system is down, then you can stay up to date on the status of the problem through the portal. We will keep using the services of our partner to ensure the stability of the software. Because more and more teams want to use the software to monitor their projects efficiently,” concludes Maarten Cautreels.

