

Services Provided in Case Study

Digital Transformation 

Atlassian Jira Services 

About CirrusLabs

CirrusLabs is a management consultancy firm specializing in guiding medium-to-large scale organizations in their transformation to Continuous Business Value Delivery through use of lean thinking and agile frameworks.

Our Services

Agile

Cloud

Enterprise Software

Atlassian

DevOps

Testing

CASE STUDY AUTOMATION OF SOFTWARE USAGE APPROVAL PROCESS



The Business Situation

The company had a tremendous backlog of over 230 requests for various projects that caused:

The Client

Cybersecurity Organization

Delays within other projects due to backlog

1

Slow productivity and tense work environment

2

Our Work

CirrusLabs implemented Jira Service Desk that reduced approval process and provided leadership with insightful data presented in dashboards

Demonstrated a nominal product workflow to showcase speed and visibility of process steps with limited risk alerts

Sandbox was set up to let the organization explore the solution in the secured environment

The Business Objective

The business objective for this case study was to implement Jira Service Desk in order to:

1. Reduce approval process

2. Provide leadership with data presented in dashboards

3. Showcase speed and visibility of process with limited risk alerts

The Outcome


Increased communications


Better use of human resources


Overall time and cost efficiency