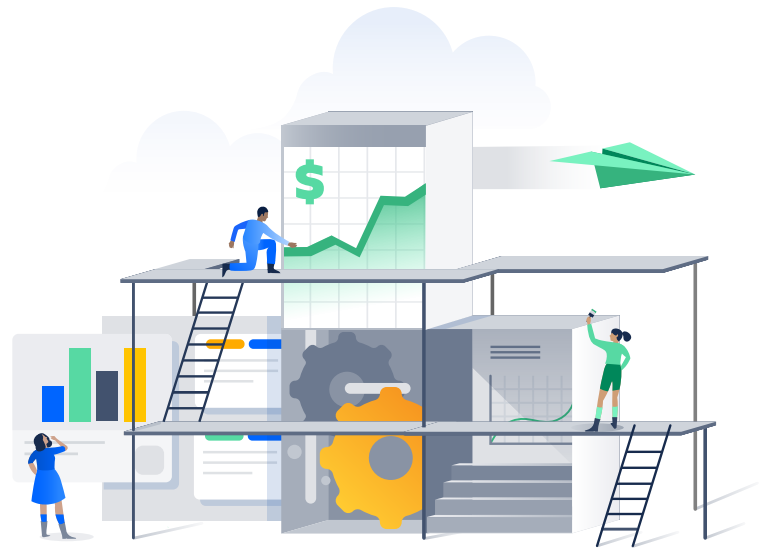# ATLASSIAN

3 tips from Atlassian admins in the financial services industry

Digital transformation is top of mind for CIOs and business leaders worldwide. According to the 2020 State of the CIO report*, 89% of CIOs say they are more involved in leading digital transformation initiatives compared to their business counterparts.

Banks and financial institutions are no exception. As CIOs in the financial services industry look to increase agility, they're turning to technology to power their initiatives. Oftentimes, this means bringing in or expanding the usage of Atlassian tools – and implementation often falls to administrative teams.

How are admins in the financial services industry scaling these products to meet the needs of their organizations? Here are their top 3 tips:

MAKE A PLAN FOR THE FUTURE

The National Bank of Canada recently embarked on a cultural and digital transformation, and realized they needed tools to support transparency and collaboration. So, teams across the bank started moving to the Atlassian suite. Denis Boisvert, Atlassian Tools Product Owner, says that "Atlassian tools allowed people to work with greater agility. Instead of managing projects by having tasks and tickets spread across email and spreadsheets, they could manage projects more efficiently using the scrum boards in Jira."

As their user count grew significantly, planning ahead for growth and a migration to Data Center were key to their continued success. Denis says, "I knew that I would need time to plan a successful migration, and I knew it was time to start planning when one of our internal stakeholders explained to me that Jira and Confluence were no longer shadow IT tools."

With full support from leadership, Denis' team executed the migration in an impressive sprint over two days. The bank has seen improvements to scale and performance, and now the overall team is able to access their mission-critical tool set whenever they need it.

For more details, read the full story →

WHEN IT COMES TO SCALING, GO VERTICALLY AND HORIZONTALLY

To support Klarna Bank's rapidly growing customer base and the needs of internal teams, Svante Gustafsson Björkegren, Atlassian Wizard, says that "To ensure that we had enough horsepower serving Klarna, we upgraded our Bitbucket Server last year to Bitbucket Data Center. With our current load that we see on Bitbucket, the Data Center solution gives us the tools to manage the infrastructure to exactly fit the needs that we need throughout the working day."

> **FACT:** IT and Line of Business owners are aligned on the top two initiatives that will drive the most IT investment this year: increase operational efficiency and improve customer experience.[*]

To increase efficiency, most admins think about scaling vertically, but Svante says, "The scaling of your Atlassian applications is two-folded: we talk about vertical scaling and horizontal scaling. Vertical scaling is all about how many users you have. This is something that is important from a performance perspective when you are looking

into going to the Data Center deployment solution. Horizontal scaling is a bit more tricky because it also affects performance, [and] it affects the team working with Atlassian applications' ability to come up with the solutions."

For more details, watch the full presentation →

DON'T FORGET ABOUT TEAMS

When ABN AMRO began using Jira Software to manage their engineering team's workflow, the tool spread organically and quickly throughout the organization. A few years later, this resulted in the emergence of multiple Jira instances that included 65 administrators, 70 issues types, 500 unique statuses, and over 800 workflows.

> **FACT:** CIOs say organizational disruption is the top type of disruption they've faced in the past 4 years.[*]

Teams needed a way to communicate across their various Jira instances, so the bank decided to consolidate into one Jira Software Data Center deployment and adopt Portfolio for Jira. This decision helped Rik de Valk, Atlassian Product Owner, reduce downtime and scale agile practices across 400 teams. Now that Rik's team can see what's going on across all teams, their transformation has resulted in greater transparency and allowed teams to evolve and excel in their quest to offer innovative banking services to customers.

For more details, read the full story →

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