Oetiker:

Successful Cloud Migration with Jira Software & Confluence

Oetiker is a supplier of sophisticated connection solutions for the automotive industry and for high-end applications in various industries, and is a world leader in clamping and connecting solutions. Founded in 1942 in Horgen, Switzerland, the Oetiker Group supplies customers in over 70 countries.
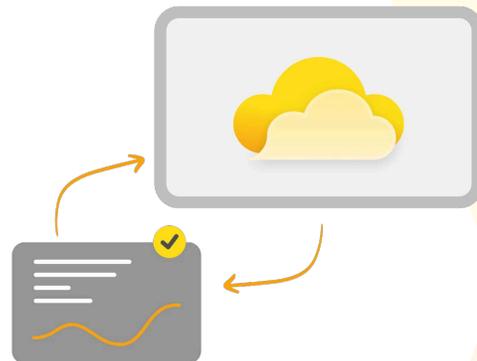
catworkx

Oetiker develops, manufactures and markets clamps, rings and quick connectors, together with the associated assembly solutions. Oetiker is a private company with more than 1,400 employees at over 20 locations in Europe, Asia and America.

As a long-standing customer of catworkx, Oetiker approached catworkx in March 2021 with the desire to move its on-premise instances to the Atlassian cloud in order to simplify administrative processes and modernize setup. It was mainly for strategic reasons that Oetiker wanted to rely more on SaaS solutions, because they no longer wanted to administer the tools themselves. The company's previous instances were installed locally on a single server, and internal maintenance took up a lot of resources. Meanwhile, there were performance issues with the "historically grown setup" and updates were needed to get up to date. Furthermore, there was a need for action with regard to the reverse proxy server used, which was no longer being developed by the manufacturer. A redesign of the system landscape was urgently needed. 100 users were needed for Jira Software, 250 for Confluence.

The requirements

Oetiker's main requirement was to migrate the existing setup to the cloud in a timely manner. Another important factor was to increase the number of users and to expand applications that had already been implemented on the server but were still in the experimental stage, such as reserving machines and test equipment via Jira tickets.

Inventory & Migration Assessment

catworkx began taking stock of the current environment at the beginning of 2021 – together with Oetiker's IT management. The kick-off meeting for the cloud migration took place in March 2021. A smart assessment was used to determine what goals Oetiker hopes to achieve by moving to the cloud, what the setup looks like today, and what it should look like tomorrow. The further expansion wishes and the technical requirements were also queried. In addition: Which products does the company want to migrate and what are the requirements in terms of security, legal, compliance and data protection? What time frame does the company envision and can some data be migrated now or only later? The results from this round provided the necessary measures and the schedule so that the cloud migration can be successfully completed: A roadmap for the cloud migration was created.

This was followed by workshops with the management and the responsible employees who work with the system. After the workshop phase, the results were summarized and the migration concept was created. This included the following points:

A comparison of the on-site maintenance requirements with the Atlassian cloud offering in the selected plan

Highlighting changes in relation to standard functionality in the cloud

Highlighting the necessary adjustments to processes, automation and functions

Describing changes in the functionality of apps, if any

A proposal for decision-making

Successful test and 1:1 migration of Jira Software and Confluence

The next step was the test migration. The advantage of a test migration is that employees can take their time to test their way through the new environment and thus get used to the cloud. Oetiker employees had a total of two weeks to test the new system and put it through its paces before the productive, final migration took place: in one day, all of Oetiker's content was migrated 1:1 from Jira Software and Confluence to the cloud. This had the positive effect that, over time, the number of users of the applications increased significantly. Another advantage: operational problems, such as isolated failures or necessary restarts of instances, were now a thing of the past. A new solution for internal resource planning based on the BigPicture extension was also put into operation.

Conclusion

The migration of Jira Software and Confluence to the cloud not only provided the company with a higher level of IT security overall, but also improved usability. Applications are now more accessible and, above all, more stable, and can be used with mobile apps without any problems. While the tools were previously only used on a small scale by individual teams (in Switzerland) within the organization, the cloud migration made it possible to expand their use to other organizational units and countries.

> "It was the most seamless migration I have ever been involved in. The support and expertise of catworkx was top notch and helped us achieve our goal of successfully moving our on-prem environment to the Atlassian Cloud."
>
> **Marcin Storoz**
> Oetiker