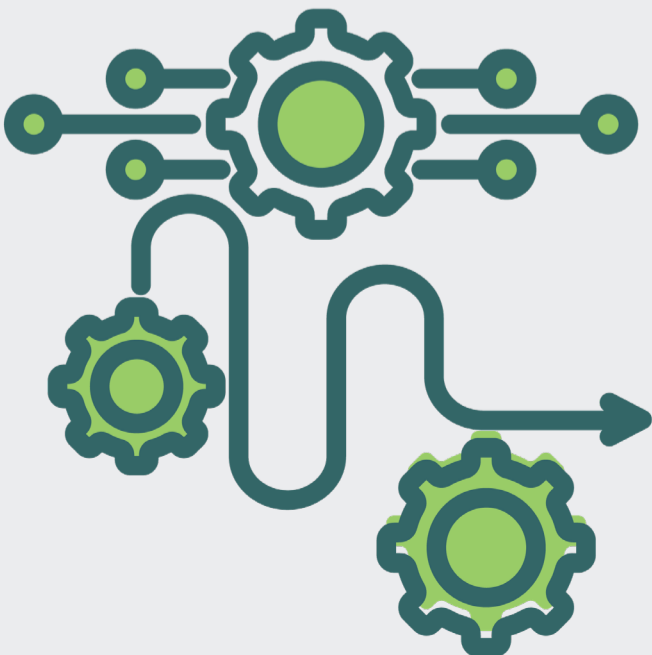


# Streamlining DevOps Collaboration and Optimizing Workflows with Jira and Exalate

Efficient workflows that foster communication are a vital piece of every smooth business operation. While utilizing a project management tool like [Jira](#) can help achieve this, it depends on how you use it. Separate teams utilizing two distinct Jira environments can lead to miscommunication and inefficiencies. Let's explore how SPK implemented [Exalate](#) to resolve these issues for the software company, [mysherpas](#).

## CHALLENGE

SPK and Associates has been acting as a service team to mysherpas, performing DevOps [managed services](#) for them. For context, SPK has our own Jira environment, and mysherpas has theirs. The issue with this is that SPK is responsible for handling some tickets, but not all of mysherpas' tickets. This meant our engineers had to constantly check both mysherpas' Jira environment and SPK's. The main problem that occurred was tickets were being missed due to the constant back and forth. Additionally, this was time-consuming for our engineers.



## SOLUTION

SPK knew there was a better way to operate than constantly checking between two Jira environments. Enter Exalate, a plug-in for Jira that syncs environments with each other. In the case of mysherpas, SPK implemented a unidirectional method that synced X's tickets into SPK's Jira. Exalate allowed SPK and mysherpas to maintain our distinct Jira environments while ensuring efficient issue tracking between both companies.

It should be noted that the Exalate integration does not have to be used for situations identical to this. Organizations with separate Jira environments for teams within the company may also use Exalate, and Exalate may be implemented bidirectionally.

Exalate allows users to sync certain tickets based on selected fields. For mysherpas, SPK selected the desired fields on which types of tickets to sync, and then selected what caused an update. If an engineer in mysherpas takes a certain action in their Jira, it triggers an update in SPK's Jira environment.



**5 HOURS A WEEK SAVED**



**2 MISSED TICKETS A WEEK  
DROPPED TO 0**



**BETTER COLLABORATION BE-  
TWEEN TEAMS**

## OUTCOMES

Once implemented, Exalate resolved all of the issues SPK's engineers were having when working with mysherpas. It fostered better collaboration between both engineering teams, allowed teams to see everything in one place, and saved time and dropped tickets. Exalate saved our engineers 5 hours a week when working on this project. Additionally, it lessened 2 dropped tickets a week to 0.

## CONCLUSION

SPK's expertise allowed mysherpas to streamline their workflows by setting up Exalate. mysherpas was ecstatic, knowing their time and tickets were being saved.

“

**I HATE DOING WORK THAT IS A WASTE OF TIME, THERE HAD TO BE A BETTER WAY. SPK FOUND AND IMPLEMENTED IT FOR US, COMPLETELY RESOLVING THE ISSUE.**

**SCRUM MASTER**  
*mysherpas*

