

# Empowering Cloudticity's Team with Atlassian Training

When Cloudticity first purchased Atlassian licensing, their teams were dabbling with tools such as Confluence and Opsgenie for information tracking and critical alerts. However, the main tools they were using for task management and ticketing were not under the Atlassian umbrella. Cloudticity is a unique managed service provider, as its teams work strictly in the cloud, providing services for healthcare organizations. Due to this, streamlining their tool stack was important to providing the most efficient services for their clients. Let's explore how SPK's experts aligned their goals with the right tools.

**"You're such a personable company. There's not this corporate dialogue that goes on at a lot of big companies. It's just natural and genuine. And that's what I really appreciate. It feels like people truly want to help, and that is a big differentiator for your team."**

**Joe Keller, Chief Operating Officer of Cloudticity**

## CHALLENGE

As previously mentioned, Cloudticity was using multiple tools from different companies when they reached out to SPK. This not only resulted in data silos, but made collaboration difficult. There was a lack of interoperability, and what they needed was for their tools to "talk" to one another. There were also some mild concerns about security due to URLs being shared over email or third-party apps.

## SOLUTION

When speaking with Cloudticity executives, SPK experts wanted to ensure Atlassian was the right fit for their company. Fortunately, our expertise made them confident that migrating to Jira Software and Jira Service Management would improve efficiency. Our team helped them move from their previous ticketing and task tracking software, Zendesk and Teamwork, to JSM and Jira, respectively. In addition to this, we also provided training to get the teams set up for success using the new solutions.

## RESULTS

Consolidating all tools under the Atlassian ecosystem delivered significant benefits for Cloudticity. The seamless integration between Atlassian products led to a time savings of approximately 15% in ticketing-related activities. For instance, Cloudticity uses Jira to manage planning for its internally developed SaaS tools. Centralizing these tickets has enabled better alignment between

the platform and product teams—something that was previously difficult to achieve. Additionally, Cloudticity avoided escalating licensing costs by transitioning away from its former The Atlassian platform also enhanced and helped with context switching by eliminating the need to switch between disparate systems or exchange sensitive information via email. Teams now collaborate more efficiently within a single, integrated environment.

Customer reporting has also seen marked improvement. According to Keller, generating meaningful data is now "10 times easier" with Atlassian products. Metrics such as the number of customer-generated tickets and resolution times are now easily accessible, empowering Cloudticity to make data-driven improvements to its services.



**15% TIME SAVED RESOLVING TICKETS**



**AVOIDED INCREASING LICENSING COSTS**



**IMPROVED CUSTOMER REPORTING**