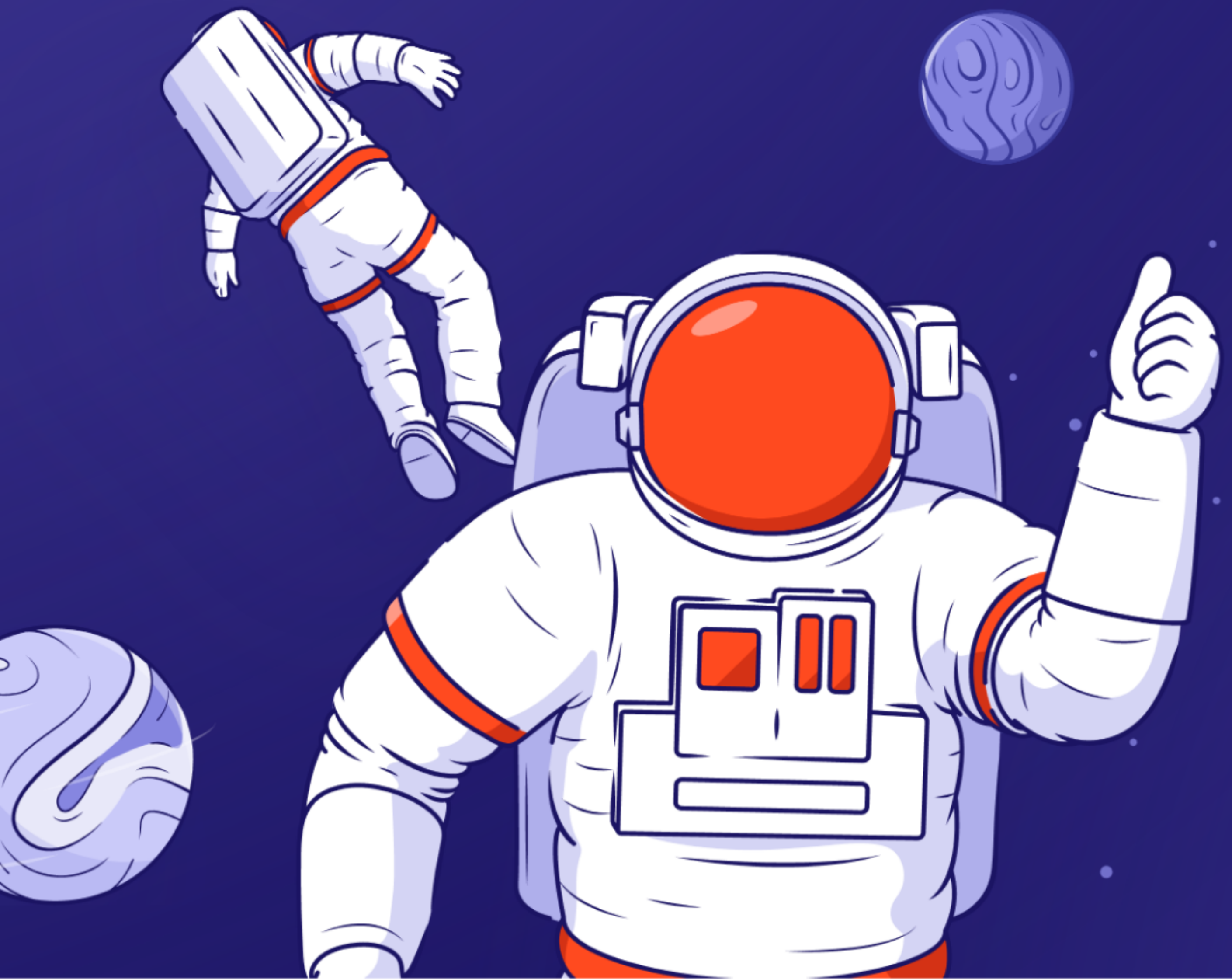
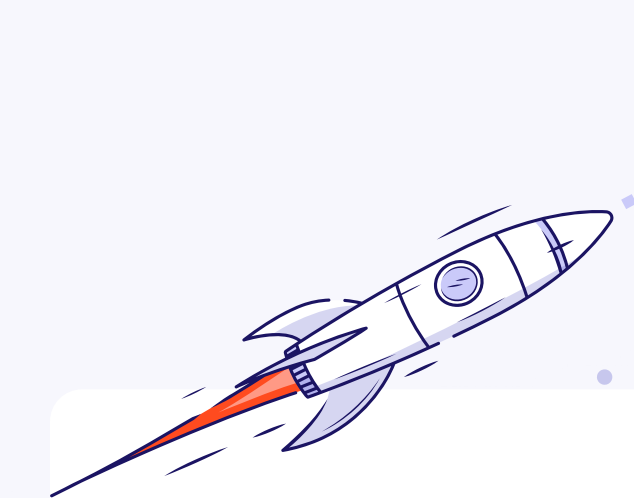


DEVINITI

# Why you should consider migration to Atlassian Cloud



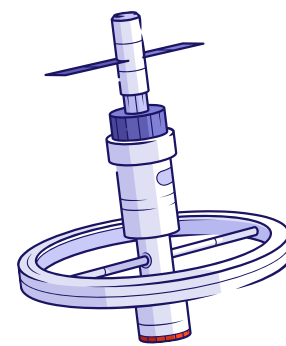
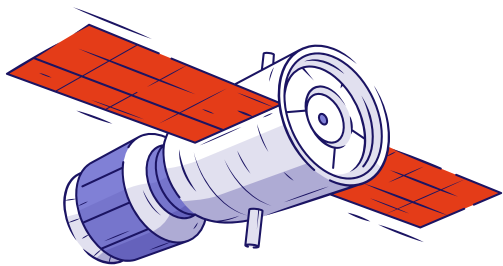


Are you thinking about migrating to the Atlassian Cloud? Not sure if this is a good solution for you? Here are a few reasons that will help you make the decision and show you that migration is the right choice.

The first argument is quite clear and significant – on February 15, 2024, Atlassian ends support for the Jira Server service. What does it mean? Atlassian and Marketplace Partners will no longer provide technical support, updates, bug fixes, or patches for critical security vulnerabilities for this type of hosting.

Regular security updates ensure that your enterprise remains untouched by all threats and vulnerabilities. That's why Atlassian strongly recommends migrating to the Cloud or Data Center before the end of Jira Server support

Secondly, migration can be the beginning of the digital revolution in your company. Migration is not just a mechanical transfer of operations from one environment to another. This is an opportunity to optimize processes in your company and the beginning of faster and more pleasant work!

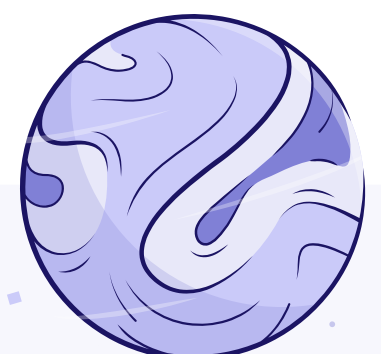


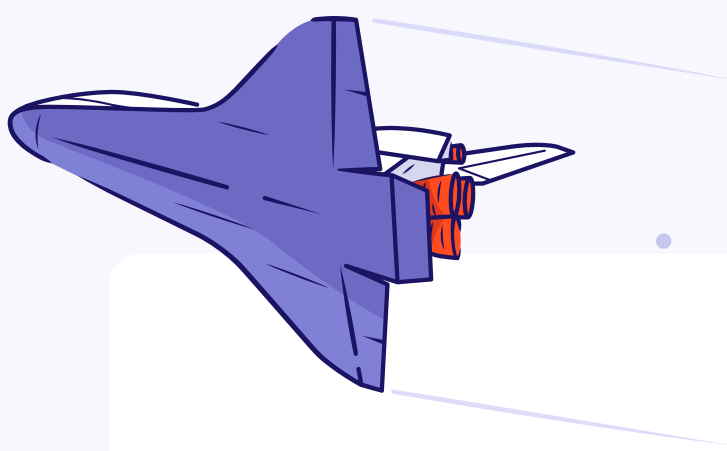
## Why Cloud?

You should consider Cloud migration in such scenarios:

1. Your company operates without top-down regulations governing data security and storage.
2. You're seeking ways to reduce operational costs, IT maintenance expenses, and hardware costs.
3. You're in search of pricing plans that offer flexibility to align with your team's size and budget fluctuations.

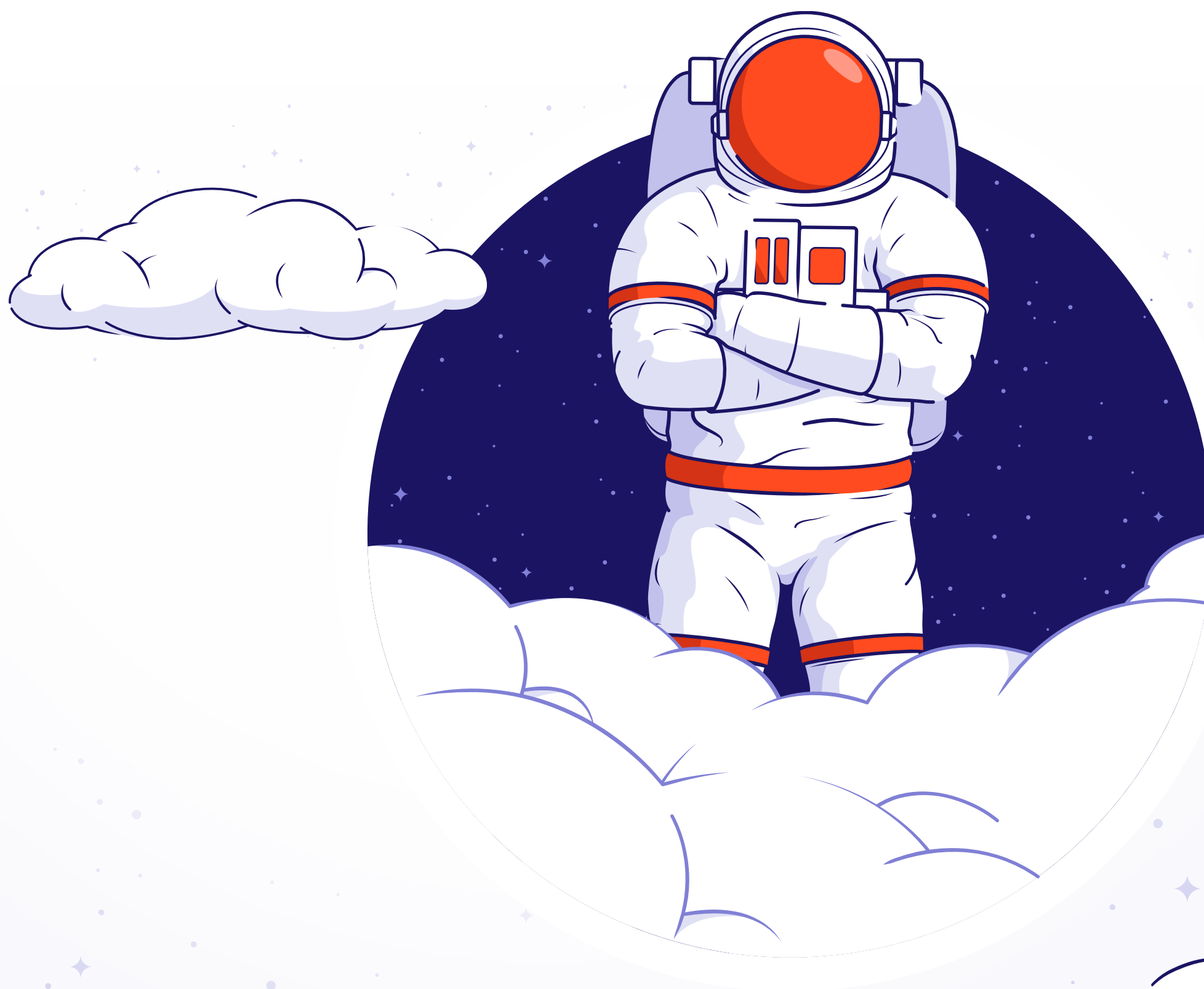
Now, let's take a closer look at the optimization Cloud can bring. In our opinion, this is not an action that indicates something is wrong with your business. It means that there are areas that simply can be improved.

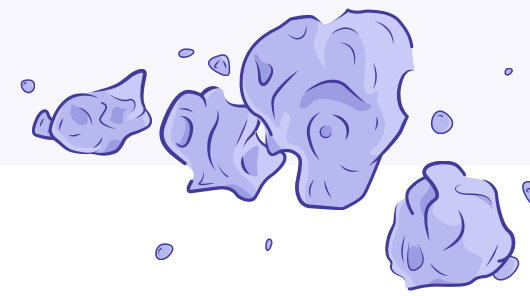




## What optimizations does migration to the Atlassian Cloud bring?

- It makes you wonder if all plugins, extensions, and applications that are on the current server instance are really needed.
- Cloud allows you to reduce the costs of the so-called Total Cost of Ownership (TCO), which may result from the consolidation of IT infrastructure and its maintenance costs.
- It improves transparency and information flow between DevOps and IT teams.
- Cloud simplifies administration and updates, i.e. no need for technical maintenance of servers. Atlassian takes care of the above, but it does not mean that administrators become redundant. They can work as digital transformation coordinators and continue to be IT support for the business.
- Moreover, it allows you to manage all users in one place.





In 2023 we have already successfully carried out over 25 migrations to the **Cloud\***. Consequently, our experience has increased to the point that we can realistically plan work and identify potential risks.

What good practices have we developed in cooperation with clients?

- Together with the client, **we assess the readiness to carry out the migration** and its complexity degree. In this step, it is very useful to conduct a pre-migration audit, which consists of the following steps:

- current licenses audit,
- the size of database resources assessment,
- installed applications verification,
- getting acquainted with the company's security rules,
- cost assessment,
- verification of the cloud and Atlassian applications' compatibility with the needs of the enterprise.

- Together, we consider **the business value of all installed applications** (from Marketplace or tailor-made ones), plug-ins and extensions on the current server instance. We find out whether their migration is possible, check the available migrators, propose replacements or create completely new solutions that are equivalent to those that the client has used so far. At the same time, it is also worth mentioning that server users still have access to them – licenses are lifetime and you can save data on the server in the Read Only form. We also have our app Issue Sync which supports data synchronization between different Jira instances.
- We recommend **you start the migration process** earlier than just before the end of support for the server version. Migration is a complex process – according to Atlassian data, some migrations take 6 to 12 months (for larger clients). Of course, the migration time depends on the complexity of the current instance. In addition, postponing the migration is not conducive to cost optimization, because it is required to update the server to the current cloud instance version.

*\*The state as of September 2023*



## — Audit

An audit is a study that helps us find out **what is on the current instance**. We will present you with the challenges and risks of migration and we will show proposed solutions and recommendations. Moreover, we will fully verify the availability of any add-ons, plug-ins, and extensions in the cloud and the differences between them.

After the Audit stage, we also have a basis for estimating migration costs (including tailor-made solutions and scripts).

The audit is a very comprehensive document, which is an ideal solution, especially for customers who have doubts about whether the Cloud is a solution for them.

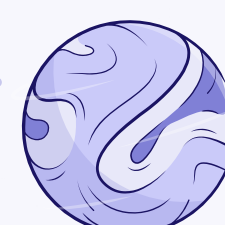
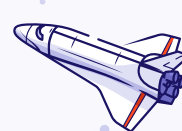
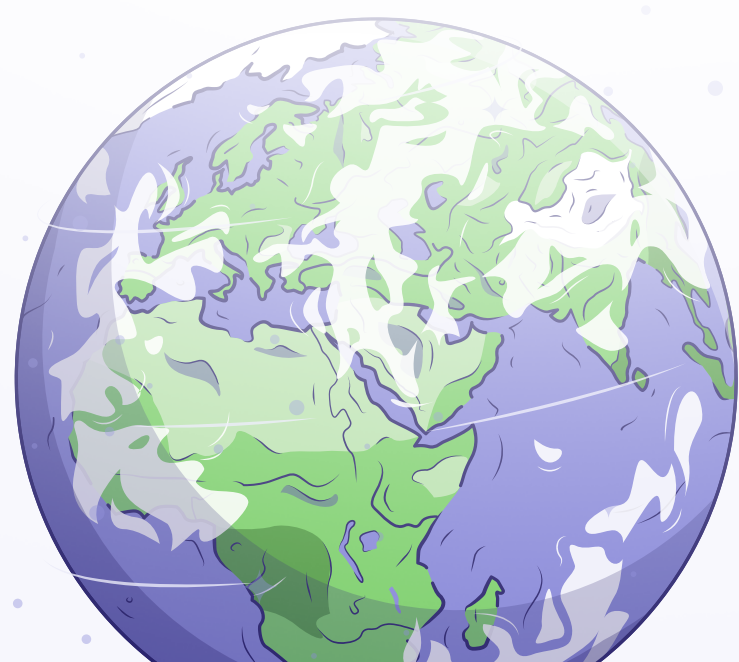
## — Pre-Migration

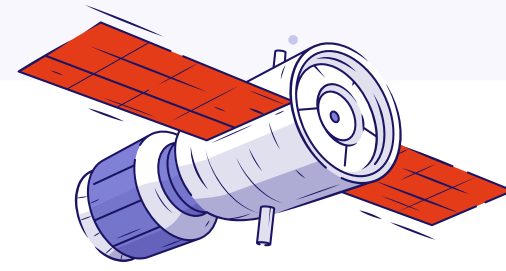
Pre-migration is a necessary and the longest stage of the process because during it we learn **to migrate the production environment as quickly, efficiently, and flawlessly as possible**. Additionally, we get to know what problems we can expect during a production migration and how to react to them (and fix them).

At this stage, it is important that the non-production environment used for pre-migration is a 1:1 copy of the production environment, which allows us to predict the production migration process very accurately, and therefore carry it out quickly and efficiently.

Pre-migration is crucial for plug-in data transfer, ensuring a smooth process. It involves suggesting tailored solutions for client needs. Atlassian recommends pre-migration for support assurance.

We document this in a so-called migration runbook that help us to plan the production migration process with Atlassian's assistance.





Pre-migration consists of three phases:

## Phase I Preparation

100% on Deviniti's side. We need the necessary accesses from you before starting this phase. What do we do?

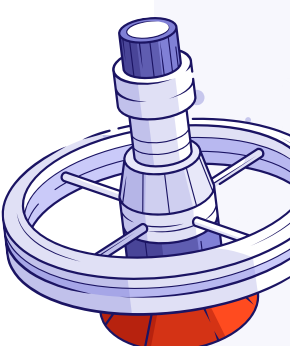
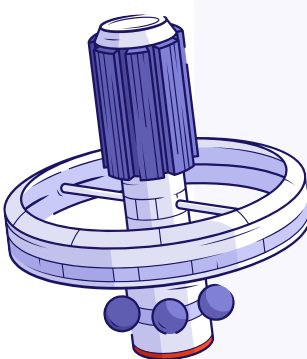
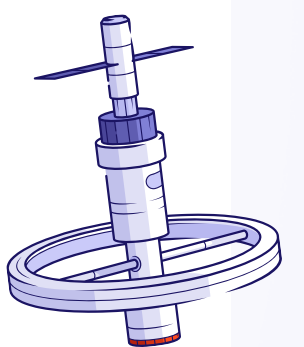
- We prepare a backup.
- We create a cloud instance.
- We conduct a data migration test from a non-production instance.
- We configure plug-ins.
- We verify and fix errors.

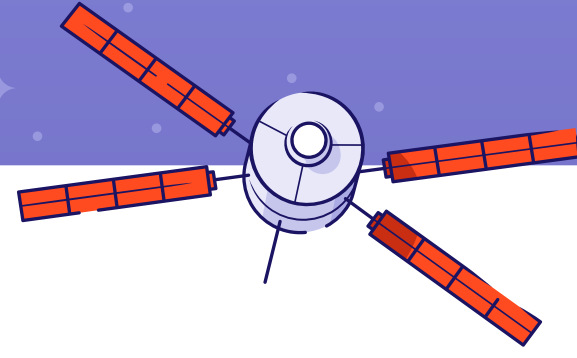
## Phase II Test migration

- Test re-migration with patches detected in phase I – we want to help you understand how to organize a tester team and choose how you will report bugs during testing. Unfortunately, we are unable to offer test scenarios, because each client has individual business processes implemented in Jira – we always recommend going through the most important business processes in Jira and working as usual as the best ways to check whether there are any critical errors that prevent you from starting working on a cloud instance.
- We configure plug-ins.
- We conduct technical tests.
- We configure the cloud instance.

## Phase III QA tests

- Customer tests – here we need your involvement. This is the most important stage from the customer's point of view
- We fix bugs.
- We finalize the pre-migration:
  - We set the date of the production migration – in accordance with Atlassian's requirements, we choose it together. This date must be booked at least two weeks in advance. It means that there has to be a two-week gap between pre-migration and production migration.
  - We prepare documentation for Atlassian.
  - We create a production offer – only at this stage, when we already know how the production migration process will proceed, and how time- and labor- intensive it will be, we are able to prepare a production migration offer.





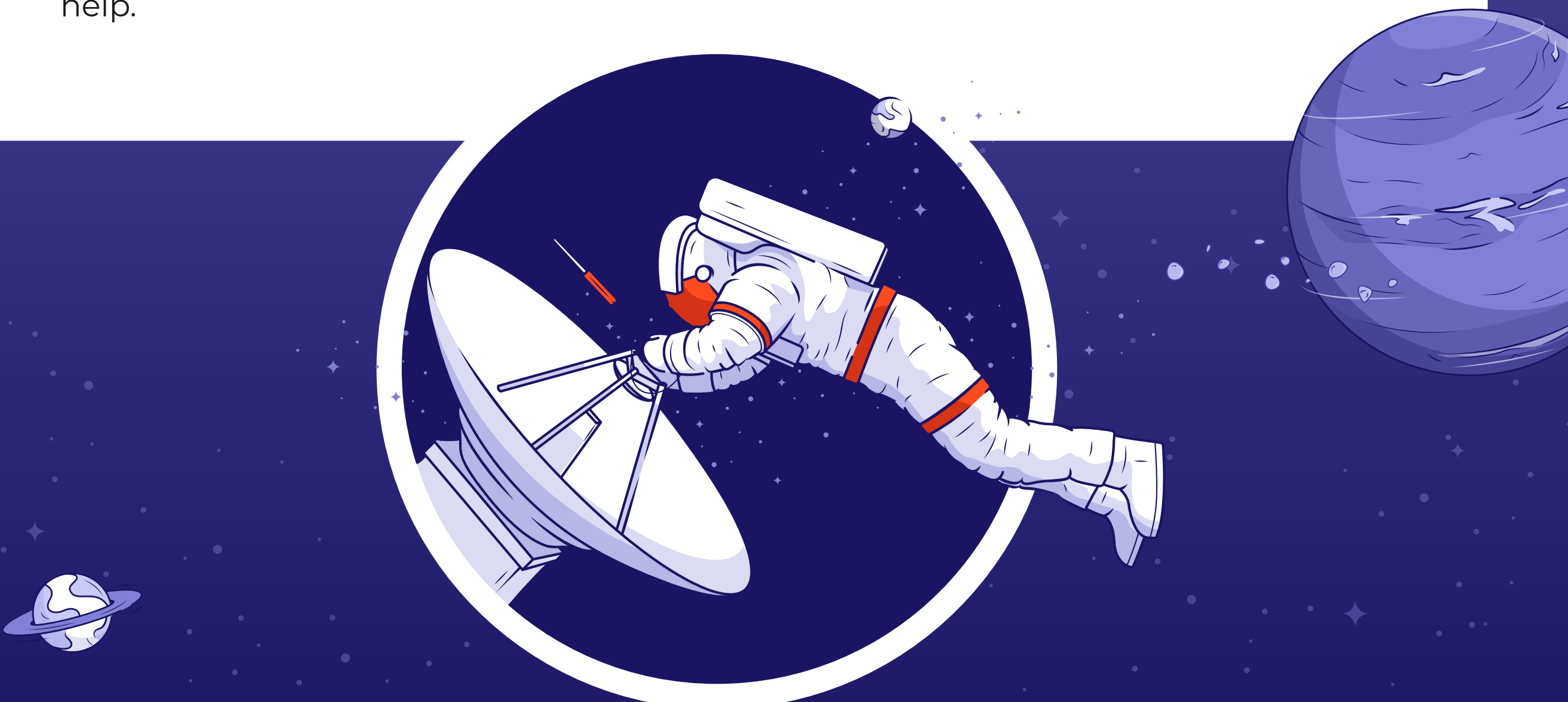
## — Product migration

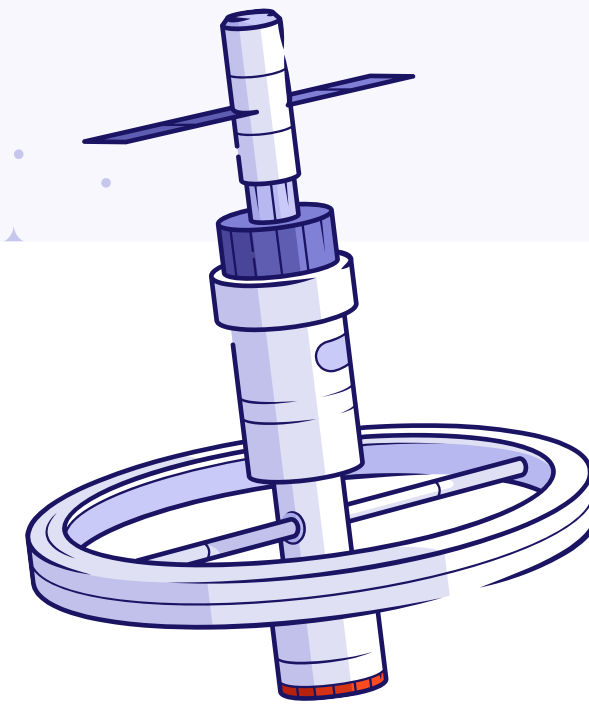
The production migration takes place outside your team's working hours – it is very important that from the moment Deviniti starts work, none of the employees will use the migrated instance. It's about data – all information overwritten/added after starting the process will not be on the cloud instance. From 1 to 2 days before the agreed production migration date, Devinti cleans the cloud instance and prepares it for data import.

**The production migration itself consists of two parts** – data import and technical tests. These activities are on Deviniti's side. The duration of the production migration will be estimated during the test migration. Then the client's business tests begin, which usually last up to 4-5 hours. It is required to involve a team of testers from your company overnight or weekend (depending on the agreement between us). Business tests are the basis for the decision to rollback or accept the service, i.e. the decision to stop working on the server instance and start on the cloud instance on the next business day. It means that at least at the end of the business tests, a decision maker authorized to undertake the above-mentioned actions must be available on your side.

**The risk of rollback is very low thanks to pre-migration.** If it occurs, Deviniti will make another migration attempt as agreed with the client.

After receiving the service, a week-long post-implementation support period begins during which the Deviniti team remains at your disposal. In case of any questions, errors or the need to configure processes so that the operation of Jira Cloud does not differ from the operation of the server instance, our team is here to help.





## Protecht Group Holdings Pty Ltd

**Industry:** Fintech

**Country:** Australia

**Features:** large instance, two applications (Jira and Confluence), many plugins, demanding project

**Challenge:** the end of Server, large instance, complex migration, large plugins without dedicated migrators

### — Surprises

Problematic migration of Zephyr for Jira and Tempo for Jira plugins.

### — How did we deal with this challenge?



It is important to cooperate with the client – not only to build a safe schedule, but also to explain what pre-migration is and why it plays such an important role, especially in the case of large and complex instances. Status meetings are very helpful to answer the questions blocking the next steps on an ongoing basis. It is also crucial to realize that cooperation with Atlassian Support and Plugin Vendors will be necessary. We take full responsibility for it but it may affect the schedule.

**Magdalena Wypych**, IT Project Manager, Deviniti



## — What business benefits did the client get?

Thanks to our knowledge and experience, despite the level of complexity and the instance size, the client successfully switched to the Cloud version and there was no risk of rollback.

## — What does the client say about migration?



Before looking for a partner, we tried to run this project internally. However, due to a lack of Atlassian SME in our internal team and resource capacity, we reached out to Deviniti to assist us. For a SaaS Provider Atlassian plays a crucial role since the whole documentation is stored in Confluence and tickets and tasks are in Jira. Therefore, migration to Atlassian Cloud was a major change across the business. Partnering with Deviniti ensured the smooth transformation, while SMEs within Deviniti's team assist and advise us about potential changes as well as best practices. A decision to partner with Deviniti was strategic to ensure complete migration, avoid rollbacks, and allow SMEs to resolve roadblocks and blockers which would be more difficult for internal teams to resolve.

Senior Manager in the IT and Infrastructure department,  
Protecht Group Holdings

## — What does it mean to work with an Atlassian Partner?

You can rely on a dedicated team of business and technical experts who are happy to share their knowledge, work as advisors and support the management of the migration project. They suggest best practices and practices to help you prepare for your cloud migration journey.

Atlassian strongly recommends using partner support to ensure that your data reaches your new cloud instance as expected. What's more, Atlassian can also engage with you to help understand your business requirements and provide recommendations on the most appropriate cloud add-ons (in cooperation with a partner). If you want to learn more, please visit our blog: [Why it's smart to work with an Atlassian partner while implementing Atlassian solutions?](#)

Let's address the most common questions of our customers.

### — I am using Active Directory on-premise. How will I authenticate users in the Cloud?

The solution is Atlassian Access, which is an organization-wide subscription that connects Atlassian Cloud products to your identity provider (IdP). It gives you the ability to use enterprise-grade authentication features and additionally provides supervision over the company's domains.

#### **Key benefits of Atlassian Access include:**

- connection to a SAML single sign-on provider,
- user provisioning automation (SCIM),
- mandatory two-step verification,
- revoking unauthorized API tokens.

### — I'm considering migrating to Cloud. Where should I start?

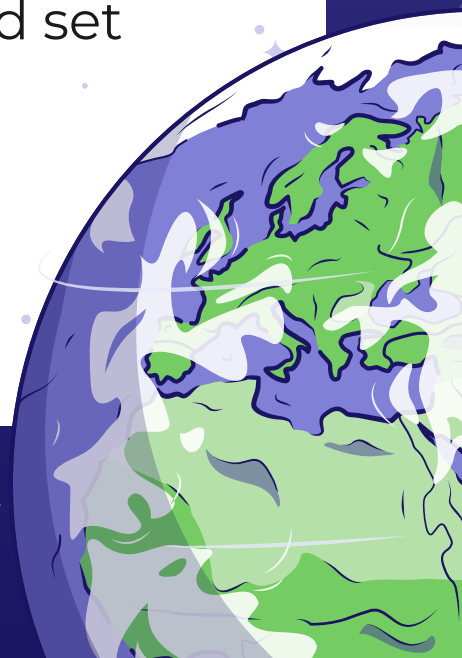
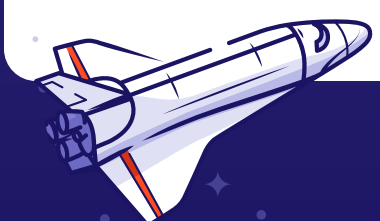
One of the main points is to check the plugins used in the current server instance. You can send us a list of all the add-ons you use and we'll check them for availability in the Cloud and the possibility of their migration.

### — How long does it take to migrate to the Cloud?

The migration process may take from one to several months. The key factors here are:

- number of users
- number of tools to migrate,
- number 3rd parties,
- number of custom fields.

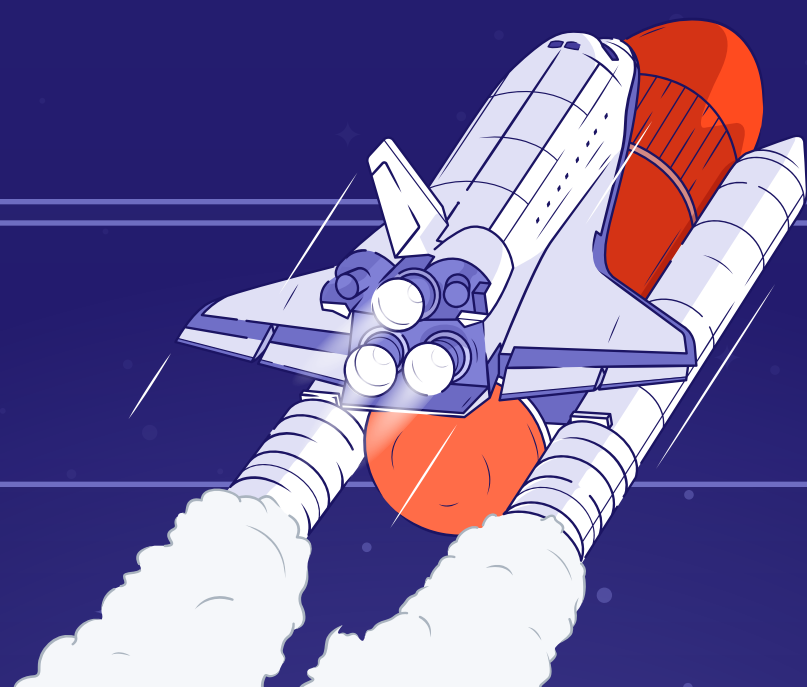
Each case varies. Hence, to determine the appropriate timeline for your company, an initial audit is necessary. After completing it we can talk about numbers and set deadlines.

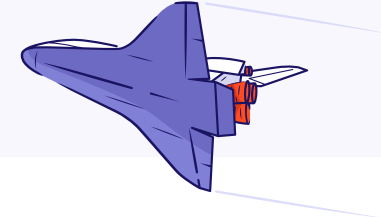


# What are the differences between Jira Cloud plans?



FEATURE	FREE	STANDARD	PREMIUM	ENTERPRISE
User limit per site	10 users	35.000 users	35.000 users	35.000 users
Number of sites	One	One	One	Unlimited
Automation	Single project	Single project	Global and multi-project	Global and multi-project
Roadmaps	Basic	Basic	Advanced	Advanced
Dependency management	Basic	Basic	Advanced	Advanced
Unlimited project boards	✓	✓	✓	✓
Backlog	✓	✓	✓	✓
Reporting & insights	✓	✓	✓	✓
Customizable workflow	✓	✓	✓	✓
Apps and integrations	✓	✓	✓	✓
Capacity planning			✓	✓
Project archiving			✓	✓





## — Selected materials from Deviniti

- [Server migration to Cloud and Data Center](#)
- [Atlassian Cloud vs Data Center – choose the best hosting for your business](#)
- [Our apps on Atlassian Marketplace](#)
- [Free Atlassian Cloud apps up to 10 users to support small businesses](#)

## — The latest information related to Cloud and Data Center security issues

- [The Atlassian Trust Center](#)

## — General data about the Atlassian Cloud

- [Compare Atlassian Cloud and Data Center](#)
- [Atlassian Cloud Architecture and Operational Practices](#)

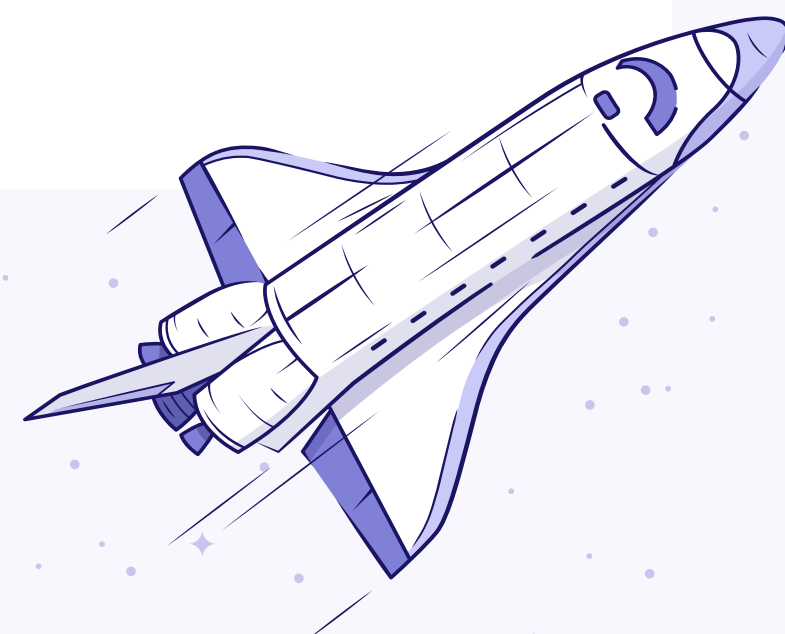
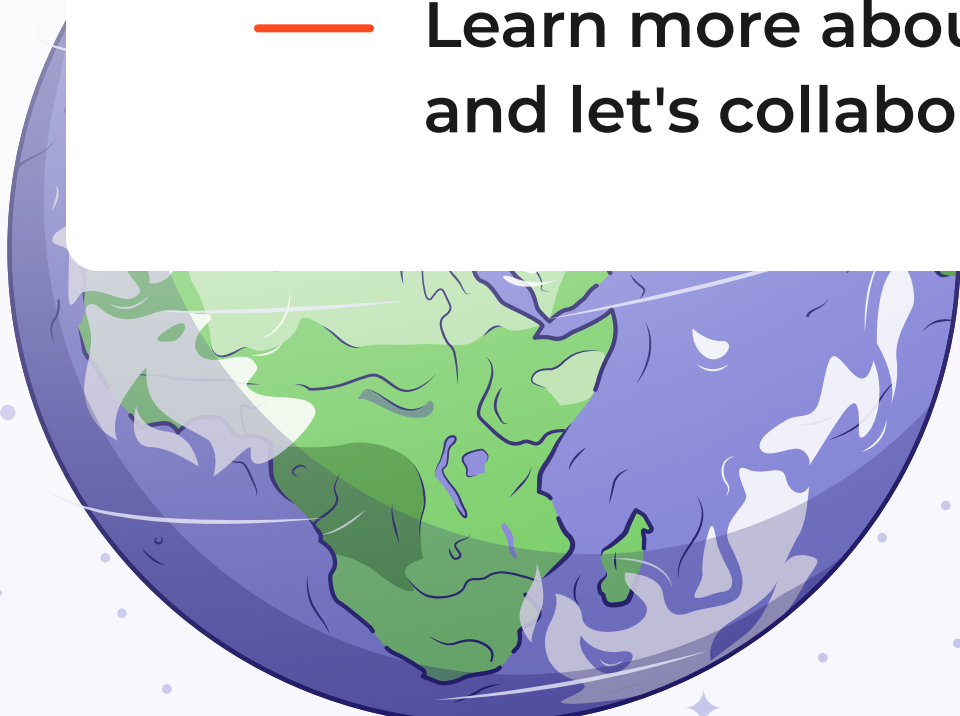
## — Atlassian Cloud migration resources

- [Atlassian Migration Center](#)
- [Atlassian Server to Cloud Migration Guide](#)
- [Atlassian Data Center to Cloud Migration Guide](#)

## — Atlassian's Migration Cost Calculator and Forrester Economic Impact Report

- [Atlassian: Calculate Your Costs in Cloud or Server](#)
- [The Total Economic Impact of Atlassian Cloud](#)

## — Learn more about Deviniti and how we work! Visit [our website](#) and let's collaborate!



DEVINITI

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