On-Premise Rally to Atlassian Cloud

for

Healthcare

Case Study—2021

On-Premise Rally to Atlassian Cloud Migration and Consolidation

How an Enterprise healthcare organization moved from on-premise Rally to Atlassian's Cloud, simplifying organizational collaboration and improving company-wide operations with Oxalis.

Created by Oxalis.io

A Professinal Technology Services Team

— Portland, OR | Washington, DC —

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Introduction

An Enterprise Healthcare company, serving more than 70 million Americans nationwide, needed to develop a path forward.

The healthcare company and Oxalis partnered together in early 2020 to consolidate their existing Atlassian Server footprint and migrate to Atlassian's hosted Cloud.

Based on the success of that effort, the healthcare company is now positioned to establish Atlassian as the enterprise standard for agile work management, development, and QA. Approximately 700 users spanning business and product teams remain active on Broadcom's Rally Software.

Stated Goals

- Oxalis was enlisted to migrate all 700 users while minimizing impact to the business.
- They also wanted to strengthen portfolio-level reporting through standardization, and to help define a scalable Enterprise Support Model for ~2,000 users.

Note

The healthcare company has requested they remain anonomyous due to privacy concerns.

Through the course of this case study, we will refer to the client as "the healthcare company" or "the client".
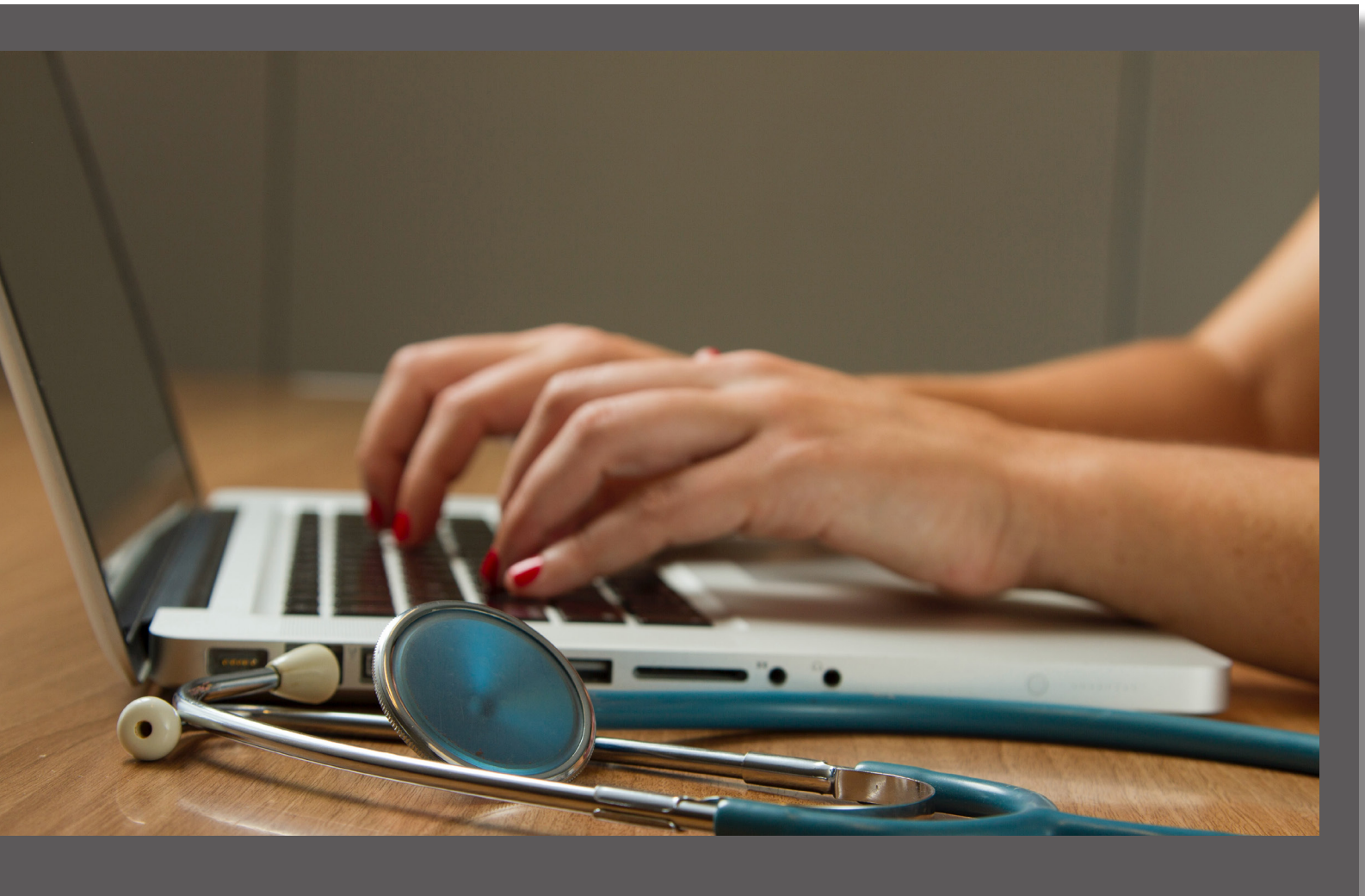
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Why Atlassian Cloud vs Data Center or Server?

With HIPAA compliance and other personal health information (PHI) concerns, it would appear on-premise products would be a natural fit for the Healthcare industry.

However, as of February 2021 Atlassian is no longer selling Atlassian Server products, meaning that any new or existing Server license would deprocate by 2024 at the latest. Many Marketplace Apps will likely dwindle before then.

The Healthcare Copmany saw potential for more efficent collaboration across teams with Atlassian Cloud. They asked Oxalis if it would be possible to keep PHI out of the Cloud instance, thereby ensuring HIPAA compliance.

Desipite the challenge, Oxalis knew a path forward that would maximize efficency, optimize their tech stack, reduce overall cost, and accomplish each and every goal the Healthcare company laid out.
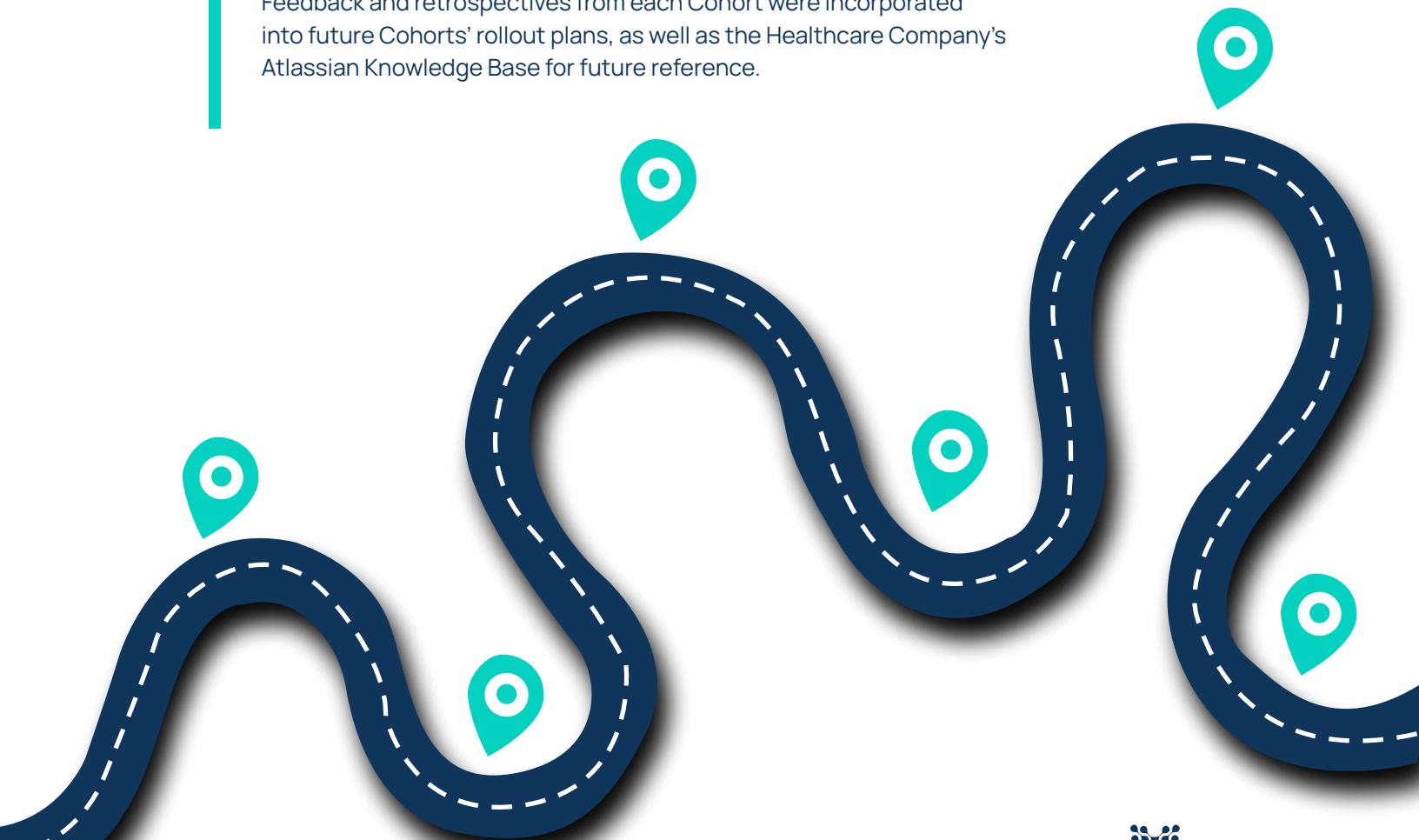
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The Approach

An initial discovery effort was performed to evaluate current state workflows and capabilities.

The results of this effort informed the development of an Enterprise Standard workflow schema and Jira Best Practices. These "rules of the road" gave teams the parameters within which they could request project- and team-specific changes.

Integration between Azure AD and **Atlassian Access** for SAML SSO + SCIM user and group provisioning was critical for InfoSec approval. Configuration and testing were driven by a joint Healthcare Company and Oxalis Infrastructure & Operations team.

Migrating teams were given windows of opportunity to migrate based on their own preference and business drivers. Teams self-selected into "Cohorts," and selected from a menu of onboarding support activities and resources.

Feedback and retrospectives from each Cohort were incorporated into future Cohorts' rollout plans, as well as the Healthcare Company's Atlassian Knowledge Base for future reference.

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The Results

- Consolidation, migration, and deprecation of 147 Rally workspaces representing 51 teams across business, product, and delivery functions.

- >700 users migrated from Rally to Jira Software Cloud.

- Greater standardization across agile delivery workflows.

- Enhanced Portfolio-level reporting as teams re-aligned to a common "issue hierarchy" across Programs, Initiatives, Epics, etc.

Atlassian Marketplace Apps
Added to increase automation and usability

- ScriptRunner for Jira Cloud
- Structure Cloud
- XRay
- Automation for Jira

Integrations
Requested integrations for increase company-wide use

- Microsoft Teams
- Slack
- GitHub
- GitLab
- Jenkins
- Smartsheets

>700
Users Migrated

147
Rally Workspaces Migrated

51
Teams Migrated

"We've seen more collaboration and have had more productive conversations across teams than we ever had in Rally."

- Healthcare Company Project Manager

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The Conclusion

System changes are disruptive, but risk to the business may be mitigated through a sustained, phased onboarding approach.

Providing flexibility in migration timeline and a variety of onboarding resources maximized efficacy of the migration team while minimizing time spent in a "partially migrated" state.
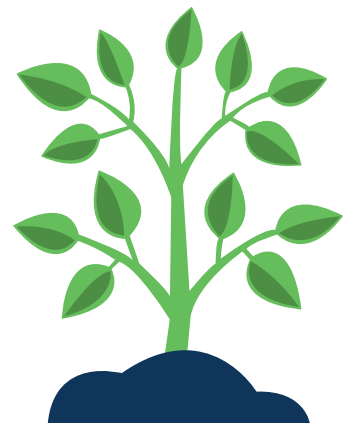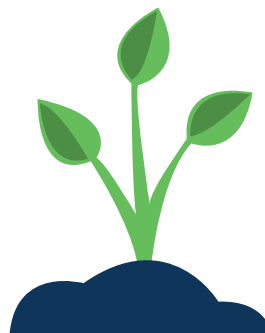
Opportunities for optimization and improvement were incorporated in future cohorts rather than being scheduled for a nebulous future "Optimization" phase.

Migration from Rally to Jira provided an opportunity for teams to reset, re-evaluate their current workflows and structure, and eliminate technical debt.

Standard configuration was partnered with clear governance processes.

Consolidation onto a single enterprise standard Atlassian Platform has
- Improved the employee experience
- Improved productivity and cross-team collaboration
- Strengthened enterprise support through focus

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Consolidation Onto a Single Enterprise Atlassian Platform has...

Improved Employee Adoption by way of User Experience and Project Ownership

Improved Healthcare Company's Productivity and Cross-Team Collaboration

Strengthened Healthcare Company's support through Deliberate Implementation

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No Migration Effort is Too Complicated.

We advise on optimal integrations that work best with the Cloud, pinpoint the plugins and configurations that will help your system run smoothly. Additionally, Oxalis helps standardize your company's flow and look for any points of improvement to make sure we're leaving the job with the most optimal, cost effective configuration.

We take the extra steps and go the extra mile to ensure our clients wont need reconfiguration.

Oxalis looks at the long term to ensure your current configuration meets your long-term goals. Not to mention, we make sure the configuration is not overly copmlicated and is as easy as possible for your team to adopt and use as soon as it's up and running.

Enterprise Organizations cannot risk losing or corrupting their valuable data. Migrating and optimizing with experts ensures your migration time, money, and effort are used in the most efficient way possible.

Contact Oxalis to Start your Migration Today

Email: sales@oxalis.io
Website: www.oxalis.io
Phone: (503) 212-0551

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Portland, OR // Washington, DC
sales@oxalis.io
(503) 212-0551