

Implementation of Jira Service Management (JSM)

Background:

The client serves the banking sector, which specializes in relationship-based pricing and billing, empowering organizations to future-proof customer relationships through its cloud-native, microservices-driven platform.

Challenges:

Lack of a dedicated platform for customer requests:

Without a centralized platform, customers struggle to raise their requests effectively, leading to unorganized tracking, delayed responses, and reduced overall satisfaction with service management processes.

Inefficient problem resolution due to difficulty identifying root causes and uncontrolled changes:

Challenges in identifying the root causes and managing changes systematically result in prolonged issue resolution times, repetitive problems, and an inability to maintain stable and predictable operations.

Manual service request processes causing delays and errors:

Relying on manual processes for handling service requests increases the likelihood of errors, slows down response times, and reduces efficiency, impacting both team productivity and customer satisfaction.

Limited data understanding without visual reporting tools, risking missed critical information:

The absence of visual analytics tools makes it difficult to interpret data trends, leading to poor decision-making, and the inability to act promptly on critical organizational information.

Use Case:

The objective was to establish Jira Service Management (JSM) as an IT Service Management (ITSM) platform in order to optimize the management of customer requests and facilitate the development of actionable insights through detailed reporting.

Solution:



Conducted an in-depth system study to analyze business requirements, identify existing gaps, and gather necessary information, ensuring that the proposed solutions align with organizational goals and user expectations.



Designed and developed a user-friendly Jira Service Management portal, enabling seamless request submissions, enhanced navigation, and intuitive interfaces for improved accessibility and user experience.



Configured Service Level Agreements (SLAs) in Jira Service Management to define resolution timelines, monitor team performance, and ensure timely closure of requests, significantly reducing the number of overdue tickets.



Implemented and integrated the easyBI plugin to create detailed dashboards and reports, providing insights into SLA performance, customer activity trends, project versions, and other key performance metrics.



Results:



A centralized solution providing a single platform for seamless team collaboration, efficient task assignment, and effective management across projects.



Streamlined request handling facilitated by a dedicated Jira Service Management portal, simplifying ticket submission and tracking for users and teams.



Achieve faster resolutions by enforcing Service Level Agreements (SLAs), reducing overdue tickets and enhancing accountability within the service team.



Make data-driven decisions effectively using detailed reports, customizable dashboards, and analytics, offering actionable insights for improved outcomes.



Enhanced customer satisfaction achieved through an intuitive request management platform, delivering ease of use and personalized communication channels.



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