

# A Leader in Space Innovation Partners with Isos Technology to Enhance Administrative Support, Implement Best Practices, and Expand Capabilities

A commercial space company with a legacy of nearly 30 years of experience designing, manufacturing, and successfully delivering space systems, components, and spacecraft.

## The Challenge

The company's large and complex Atlassian Data Center stack included Jira Software, Confluence, Bitbucket, Crucible, and OpsGenie. While more than 3,000 users were primarily engineers, business teams like human resources and facilities also relied on it. The company had the day-to-day responsibilities of managing the platform, responding to user requests like creating new projects, customizing and creating new workflows, and fixing issues that were demanding in terms of both time and effort.

The company's active and involved user base relied on complex and specialized workflows to support discrete projects and processes. Still, the requests were not in keeping with Atlassian best practices. In addition, the company relied heavily on ScriptRunner for Jira. When changes were made to projects and workflows, the scripts often had to be updated, which added to the admin team's already busy workload.

When the company's Senior Systems Integration Engineer, who oversees the space company's Atlassian stack and serves as its primary administrator, was tasked with leading a long-term strategic initiative, he recognized he would need help with day-to-day admin responsibilities. The Senior Systems Integration Engineer had spoken with the Isos Technology team at various Atlassian events and reached out for support.

## The Solution

Isos Technology's Managed Services team stepped in to manage the day-to-day administration of the space company's Atlassian tools. As they worked with the company's large user base, the Isos team used their considerable experience to find new ways of resolving requests that were in keeping with best practices. Isos educated users about the "why" behind their choices to support better stewardship of the Atlassian stack and provided training and documentation that enabled them to work more independently.

As part of addressing requirements and user requests, Isos resolved recurring issues with ScriptRunner for Jira scripts breaking when changes were made and streamlined some of the scripting to minimize future problems. In addition, Isos implemented Automation for Jira wherever possible to reduce reliance on scripts.

Throughout their work, the Isos team identified that the space company's admin team needed to be busier to implement a true dev site for their Atlassian stack. Instead, changes were being made to the QA site. Isos took the lead in establishing an actual dev site, improving overall stability and compliance.

# The Results

- **Adherence to Atlassian best practices**– Through coaching and strategic guidance in one-on-one interactions, the user base becomes more knowledgeable about and better stewards of best practices.
- **An upskilled, more proficient user base**– Through training and documentation development, the user base becomes more proficient and can work more independently.
- **Reduced issue volume**– Streamlined scripting and increased use of Automation for Jira have resulted in fewer issues for users, which saves time and increases efficiency for both users and admin.
- **Enhanced infrastructure**– The company now benefits from improved stability and compliance with actual prod, QA, and dev sites.
- **Time to focus on strategic initiatives**– With Isos handling the day-to-day maintenance and optimization of the Atlassian stack, the space company's admin team gained much-needed time to advance its strategic initiatives.

*The Isos Technology team—their communication, flexibility, and technical expertise—was exceptional! And when we needed specialized help, they had people they could bring in quickly to get the job done.*

— Senior Systems Integration Engineer

## Project Snapshot

- The space company had a large and complex Atlassian Data Center stack consisting of Jira Software, Confluence, Bitbucket, Crucible, and OpsGenie.
- When their primary administrator was asked to lead a strategic IT initiative, he knew he would need administrative support for the instance and its more than 3,000 users.
- The Isos Technology Managed Services team stepped in seamlessly, creating new projects, refining workflows, implementing best practices, and creating user documentation.
- The space company relied heavily on ScriptRunner for Jira. Isos brought in an expert to minimize issues with scripting and leverage Automation for Jira where possible.
- Isos improved the infrastructure of the UAT and dev environments.
- The space company's admin team gained valuable time to move forward with strategic IT projects and can work more efficiently and effectively than ever.

## About Isos Technology:

Isos Technology helps organizations solve complex business challenges with Atlassian tools and industry best practices to drive enterprise excellence. Whether optimizing service management, upgrading to the cloud, or developing long-term IT strategies, Isos Technology partners with teams to achieve measurable results. As an Atlassian Platinum Solution Partner, Isos specializes in ITSM, cloud migrations, and enterprise strategy. The company has been recognized multiple times as an Atlassian Partner of the Year. Since 2005, Isos Technology has helped Fortune 1000 companies and public sector organizations innovate and build sustainable success. For more information, visit [isostech.com](https://isostech.com).



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