

# American Integrity Insurance Partners with Isos Technology to Implement **Jira Service Management**

American Integrity Insurance Group was founded in 2006 in response to the overwhelming shortage of sound home insurance choices in Florida after the market-disrupting 2004-2005 multi-hurricane season. The company is committed to providing homeowners with sound, comprehensive insurance coverage, and an extraordinary customer experience.



## The Challenge

While American Integrity Insurance's engineering teams were using Jira Software to manage the development lifecycle, they had taken a decentralized approach to service management across the company. The ITSM and other service teams, including human resources, were using a variety of third-party and homegrown solutions, including Microsoft Systems Center and Basecamp, and related communication was taking place in email and Slack.

The company was facing several challenges related to this solution set: no one solution offered the comprehensive functionality needed, processes needed to be updated, single points of contact were causing bottlenecks, issues took too much time to resolve, and documentation was in multiple places. In addition, maintaining multiple systems infrastructure was difficult and time-consuming.

The company recognized it was time for a more holistic approach with a single, flexible, and customizable solution that would meet the needs of all the service delivery teams. Teams were looking to gain a single, centralized service portal, more customized intake forms, streamlined workflows, and incident and change management capabilities that were tightly integrated with Jira, among other things.

# The Solution

Isos Technology undertook an in-depth discovery process to better understand American Integrity Insurance's needs and recommended setting up an out-of-the-box Jira Service Management (JSM) instance American Integrity Insurance could get up and running quickly, and then build out functionality over time. First, Isos established a single, centralized service portal where employees can raise both IT and human resources-related requests.

Isos worked closely with the company to design detailed intake forms for a broad range of IT and other service requests, redesign streamlined workflows, implement automation that would route tickets to the appropriate team, and create queues. Isos enabled JSM's incident management functionality and implemented automation to prioritize them based on urgency and impact. SLAs are attached to prioritize.

Isos implemented Assets, JSM's asset and configuration management functionality, to tie people to software, hardware, and managers, and used a novel application of Assets, coupled with automation to support the complex approval processes. All documentation was brought into Confluence and customer-facing content was made searchable to deflect tickets. Isos also used JSM's built-in service level agreement (SLA) and customer satisfaction (CSAT) functionality so the company could set and begin measuring performance goals.

# The Results

- **Increased efficiency** - The company has gained operational efficiencies due to streamlined processes, more effective ticket routing and queues, and automation.
- **Faster issue resolution** - Fewer process gaps, roadblocks, and things falling through the cracks, and detailed intake forms that minimize back-and-forth, mean issues are resolved faster.
- **Improved user experience and customer satisfaction** - A single, centralized, and easy-to-use portal, better visibility into issue resolution processes, and faster issue resolution have improved user and customer satisfaction.
- **Streamlined incident and change management** - New incident and change management capabilities are tightly integrated with Jira for added visibility and traceability.
- **Reduced maintenance** - The company was able to retire multiple legacy solutions and now only has to maintain one, which reduces the burden on the infrastructure team.



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*Isos Technology was a truly collaborative partner that brought best practices to the table, sorted through a multitude of variables, and helped us apply them to our unique situation. From an engineering perspective, their open-mindedness and willingness to find the sweet spot and solve problems was the most special thing about working with them.*

— Robert Palmieri, DevOps Engineer

## About Isos Technology:

Isos Technology is a world-class consulting services provider that helps organizations become the best version of themselves through technology, people, and practices. As an Atlassian Platinum Solution Partner with ITSM, Cloud, and Agile at Scale specializations, we thrive on solving your toughest business agility, service management, and Atlassian lifecycle challenges, while accelerating business transformation and outcomes. Founded in 2005, Isos became a portfolio company of The Acacia Group in 2022, with the original founders continuing to drive the mission and strategy for Isos going forward. Isos has since cemented its status as one of the largest Platinum Solution Partners in the Atlassian ecosystem. Headquartered in Tempe, Arizona, and with offices across the U.S., Isos has been recognized as an Atlassian Partner of the Year in the ITSM, Enterprise, and Services categories for the last six out of seven years, an Inc. 5000 Fastest-Growing Private Company, and a CIOReview Most Promising Agile Consulting Company.

For more information, visit [isostech.com](https://isostech.com).

## Project Snapshot

- American Integrity Insurance's IT and other service teams were using multiple-point solutions to manage service delivery and wanted to take a more holistic approach.
- American Integrity Insurance wanted more comprehensive functionality, detailed intake forms, streamlined processes, faster issue resolution, and incident and change management capabilities.
- Isos Technology implemented JSM, customized forms, redesigned workflows, and enabled incident and change management functionality.
- Isos Technology implemented Assets to tie people to software, hardware, and managers and coupled with automation to support the complex approval processes.
- American Integrity Insurance now benefits from visibility into performance goals and a streamlined ITSM platform.



**855-924-4767**

[info@isostech.com](mailto:info@isostech.com)



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